

THE AMERICAN LEGION SYSTEM WORTH SAVING REPORT

September 22nd – September 24th, 2025



West Haven VA Medical Center West Haven, Connecticut

Veteran Affairs & Rehabilitation Commission:

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It is important to reiterate that The American Legion conducts site visits, NOT inspections.

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INTRODUCTION

The System Worth Saving (SWS) program was created to ensure the Department of Veterans Affairs (VA) Medical facilities are providing high quality and timely veteran healthcare. The program also looks at the Veterans Health Administration's (VHA) ability to remain equipped with the resources and staff to meet the needs of every eligible veteran seeking healthcare, and to provide feedback from veterans on their received level of care. Facilities are selected through review and analysis of government reports, media coverage, and veteran feedback.

CHAIRMAN'S STATEMENT

In 2003, Ron Conley, The American Legion's National Commander visited and assessed the delivery of healthcare at over 60 Department of Veterans Affairs' medical facilities across the country. Commander Conley wanted to assess healthcare delivered to the nation's veterans to determine if VA healthcare system was truly a "System Worth Saving." The following year, The American Legion passed a resolution making the SWS program a permanent program under the National Commander.

After nearly two decades, The American Legion has conducted more than 300 System Worth Saving visits to VA/VHA medical facilities in the United States, its territories, and the Philippines. Over the course of those visits, The American Legion has played an integral role in shaping federal legislation that improves the delivery and quality of healthcare at VA/VHA medical facilities. Furthermore, each System Worth Saving visit culminates with a report that informs members of the American Legion and provides additional insight to the President of the United States, members of Congress, the Secretary of Veterans Affairs, and other senior leaders at the Department of Veterans Affairs/Veterans Health Administration about the challenges and best practices at VA medical centers.

PURPOSE

The American Legion conducted a System Worth Saving (SWS) visit to the Connecticut Healthcare System in West Haven, Connecticut with the intended purpose of determining the quality of care provided to veterans in the catchment area of this facility. This visit was used to gain insight into how the facility serves veterans and to recognize the best practices as well as identify challenges. This location was chosen prior to the Calendar Year 2025 because of the input from local Legionnaires and the Department of Connecticut in addition to the interests associated with geographical interests and informing Congressional stakeholders. In these visits, the American Legion representatives serve as visitors, in partnership with VA, not facility inspectors.

SCOPE

The American Legion conducts between 5 and 8 SWS visits per year. To choose facilities, national staff creates a list of locations by looking at government and congressional reporting, media

stories, veteran feedback, and VA hospital public data. They synthesize the information to create a complete picture of a facility and then look at the possible impact from conducting a visit. Once approximately ten locations have been identified, the list is reviewed again by American Legion volunteer staff who narrow down the list to make the final decision on locations for the year.

Each SWS visit follows a triangular review model. The American Legion requests data from the VA Medical Center (VAMC) via emailed questionnaires which cover 18 - 20 offices, depending on location. Also requested are reports such as the employee and patient satisfaction survey results, among others, for review. This information is then analyzed and allows the SWS team the ability to construct a comprehensive in-person questionnaire which is used during the interview sessions with the executive leadership team, department managers, and other staff.

The SWS visit starts with a town hall meeting at a local Legion post where veterans gather to tell the SWS volunteer team about the successes and obstacles in receiving care from the selected medical center. Typically, there will be representatives from the VAMC, the regional benefit office, local Legion posts, and when available, Congressional staff may be in attendance. The town hall is followed by two days of structured interviews, a facility tour, and completed with an exit brief.

OVERVIEW

There are estimated to be around 152,000 veterans in the state of Connecticut according to the National Center for Veterans Analysis and Statistics. Connecticut has two VA campuses. The primary VA medical center in Connecticut is in West Haven, and there is an additional outpatient VA facility in Newington. The Newington campus originated as a hospital but now serves as a community-based outpatient clinic (CBOC). The Newington facility has a brand-new primary care clinic, which was renovated and opened in August 2025. Although telehealth is a widely available option for veterans in Connecticut, Veterans can receive outpatient care at one of the 8 CBOCs located in Danbury, New London, Orange, Stamford, Waterbury, Willimantic, Winsted, and West Haven. The newest outpatient care clinic is in New London. The West Haven VA Medical Facility is in proximity to Yale University, and it is affiliated with the Yale School of Medicine, which promotes a high standard of training, recruitment, and evidence-based practice. The VA Connecticut Healthcare System takes pride in its role as a teaching hospital. The facility trains over 600 medical providers each year and maintains academic affiliations including Yale University School of Medicine, the University of Connecticut School of Medicine and Dentistry, and Fairfield University School of Nursing. The VA Connecticut Healthcare System is recognized for its single-photon emission computed tomography program (SPECT) and Blind Rehabilitation Center.

The West Haven medical center is an 80-bed inpatient facility with the capability to house a maximum of 180 patients. There is a 25-bed community living center (CLC) facility, and ten of those beds are reserved for hospice care. When a veteran passes away, this facility conducts an honor walk to the morgue. The veterans at the CLC enjoy local trips like visiting the PEZ Candy

factory. One of the CLC staff received a Congressional award from Senator Blumenthal for her continuous dedication to the veteran community.

This medical facility falls under VISN 1 which includes other New England states like Maine, Massachusetts, New Hampshire, Vermont, and Rhode Island. This VISN is home to VA Health Connect, which is a 24/7 virtual care support which provides administrative support, nurse advice, and virtual visits with medical providers. According to the patient satisfaction survey, this medical facility achieved an 87% patient satisfaction score, ranking seventh in the country.

In 2022, Senator Blumenthal requested 500 million to fund construction projects at West Haven VA medical center, and Congress appropriated \$153 million for construction at this facility. So far, this funding has created a new 96,000 square foot parking garage, and there are plans to build a new 161,000 square foot surgical and clinical care tower. The original West Haven VA Medical Center was built in the 1950s.

The West Haven medical facility is one of only 10 VA medical centers nationwide equipped with a specialized emergency department dedicated exclusively to mental health crises. This unit is designed to provide immediate, comprehensive care for veterans experiencing psychiatric emergencies, including those related to post-traumatic stress disorder (PTSD), depression, anxiety, or suicidal thoughts. By offering a dedicated mental health emergency room, the facility ensures that veterans receive timely, compassionate, and expert care in a safe and supportive environment.

TOWN HALL MEETING

The town hall was hosted by Mr. Robert Lewis, Department Service Officer for the Department of Connecticut American Legion at American Legion Post 127. There were about 21 veterans in attendance, and we were joined by five VA employees who participated in answering the questions and concerns of the attendees. Former National Commander James A. LaCoursiere Jr. also shared his mixed experience with the CBOC in New London. Commander LaCoursiere addressed the high turnover rate at VA, stating that he had been assigned to be a new primary care doctor every year for the past 6 years, with minimal to no advanced notice. One attendee shared that they believe there is a lack of psychiatrists and mental health therapists to accommodate veterans within the area and believes that the widespread practice to address mental health issues is through medication due to the lack of staff and subsequent rushed nature in receiving mental health care. One of the most consistent complaints addressed in the town hall was the lack of handicapped accessible parking in the garage.

Veterans also expressed their frustration with the phone system, which has made it difficult to speak to nurses and appropriate VA staff by phone, also noted as an issue within the 2025 Inspection of the VA Connecticut Healthcare System in West Haven published by the Office of the

Inspector General. Veterans also noticed a drop in quality of care, which most believe is due to the recent hiring freeze, early retirement, and employee layoffs.

VA officials informed the attendees that the hiring freeze will expire on October 15th, 2025. VA has removed the hiring freeze, and a reorganization plan will be rolled out shortly. VA also addressed the difficulties of the phone system, and that improvements will continue to be a work in progress. VA instructed the attendees to send an email to VA administrators when they come across phone extensions that no longer work. Additionally, VA employees expressed the need for extended dental services and would like to see increased dental coverage for all veterans. The Orange CBOC was specifically identified for providing quality care and services. It was revealed that most nurses will sit down with a veteran and review medications and address important needs. The hope is that this practice can be implemented across the state and its VA medical centers. Many veterans shared that they were extremely happy with the care that they receive at VA, with one veteran sharing that they were able to be enrolled for healthcare VA on the spot. The VA Connecticut Healthcare System seems to be very accommodating when it comes to meeting the needs of the veterans. One veteran said that VA secured a hotel for him and his wife after they left his appointment, as it was too dark for his wife to drive them home safely.

INTERVIEWS

Interviews were conducted with representatives from several key departments, including Executive Leadership Team, Veterans Outreach, Quality Management, Financial Operations, and Veterans Access and Community Care. Each office provided valuable insight into the facility's operations, priorities, and ongoing initiatives aimed at improving veteran care and organizational efficiency.

AREAS OF FOCUS

FACILITY

Facility Best Practice: The West Haven Medical Center has an invasive procedure complexity designation as an inpatient complex designation. There is a capacity to provide the highest complexity of invasive procedures offered by VA. An inpatient complex designation requires 24/7 coverage for procedures, daily rounds and an operating room that is available for emergency and salvage procedures.

Facility Best Practice: Preconstruction is underway for the new surgical tower. The surgical tower funding is in two phases, and the first phase has been fully funded.

Facility Challenge: There are plenty of infrastructural concerns with the West Haven Medical Center's age, being over 70 years old, and that last major improvements were 20 years ago. Employees often deal with building malfunctions that often cause workflow challenges and

interruptions to operations. VISN 1 is aware of the unique infrastructure needs of this facility and is supporting new projects and fixing items that are in need of repair.

Fisher House Best Practice: There is a Fisher House on the West Haven campus that opened in 2018. The facility remains busy and offers free housing to families of veterans receiving inpatient care at Yale New Haven Hospital or West Haven VA Medical Center. The facility features 16 private suites and a fully equipped gourmet kitchen.

WOMEN VETERANS

Women Veterans are the fastest-growing population at this facility, and the West Haven VAMC continues to strengthen its Women Veterans Health Program. Comprehensive gender-specific care for women veterans in this region is robust and caters to the specific needs of women veterans here. Primary care, mental health, maternity care coordination, gynecology, preventative screenings, and other specialty services for women veterans are provided in this facility. Women's Health Primary Care Teams (PACTS) are embedded at both the West Haven and Newington campuses, which provide safety resources for all women veterans to enhance their healthcare experience.

Women Veterans Best Practice: Both campuses provide dedicated women's health providers and coordinators that ensure consistent specialized care. Women veterans have access to mental health clinicians that promote early intervention and holistic treatments such as group therapy and music therapy. The women's health space has been upgraded to ensure privacy, safety, and a supportive environment. This facility provides access to contraception, fertility counseling, and maternity care coordination. These services reflect a full spectrum of reproductive health services.

Women Veterans Challenge: There are ongoing efforts to recruit more female clinicians, particularly in OB/GYN and mental health. In person specialty care can often present veterans with logistical barriers due to travel distances from West Haven and Newington.

RESEARCH

This facility offers the following clinical programs, primary care, specialty care, surgical services, oncology, cardiology, neurology, and an extensive rehabilitation program. The medical center continues to serve as a regional referral hub for complex cases, particularly in oncology, psychiatry, and prosthetics.

Research Best Practice: The integrated clinical and research operations provide the ability to coordinate patient care and research efforts, allowing significant advancements in evidence-based treatment approaches, particularly in mental health and rehabilitation medicine. The medical center's broad scope of specialty care reduces the need for veterans to seek external providers and strengthens continuity of care. Multidisciplinary teams have been established to

support veterans with complex conditions, resulting in improved outcomes and patient satisfaction.

Research Best Practice: An active Human Papillomavirus (HPV) study is in progress in the women's health department. This research allows the patient to self-swab on their own. The ability to self-swab reduces the fear of the Papanicolaou test (pap) exam. This program is still actively recruiting participants and has a cap of 40 patients.

Research Challenge: Mammograms are not offered onsite at Connecticut VA medical facilities because there are not enough women using VA services in this state. There is a mammography team that takes care of scheduling, coordination, and tracking results. Veterans are supposed to receive mammography results within 30 days. Mammography appointments can be expected to be made 3 months in advance.

Research Challenge: The aging clinical facilities, particularly within the West Haven campus, present ongoing barriers to efficient service delivery and expansion of specialty care programs. Recruiting and retaining high-demand specialists, such as psychiatrists and surgeons, continues to challenge the facility due to competitive local labor markets. Limited space restricts the expansion of certain clinical programs, particularly research operations and outpatient services.

SAFETY

The Connecticut VA Medical Center maintains a proactive and well-coordinated Emergency Management Program designed to protect patients, staff, and facilities during crises. The Emergency Management team collaborates closely with state and local agencies to ensure readiness for natural disasters, mass casualty events, and public health emergencies. Emergency operations plans are reviewed regularly, and staff participate in scheduled training exercises to maintain operational readiness. The facility's strong coordination with local emergency responders contributes to effective incident response and recovery.

Safety Best Practice: The facility's emergency management program remains in compliance with the Department of Veterans Affairs' directives and Joint Commission standards. There is regular engagement with state and local emergency management offices, which strengthens community-wide preparedness. Training and drills are providing for staff in order to optimize emergency response capabilities across clinical and non-clinical departments. Established continuity of operations planning ensures continued delivery of essential services during emergency events.

Safety Challenge: Large-scale emergency responses are limited by the aged facility layout and building design. Due to the limited capacity of the building, space constraints and bed availability reduce the facility's ability to increase patient volume. One of the priorities of capital improvement is to upgrade the emergency power systems and communication infrastructure. The facility has also struggled to recruit a permanent Chief of Safety, relying on the Associate Director of the facility to oversee these duties.

WHOLE HEALTH

The VA Connecticut Healthcare System has many whole health offerings for its veterans to include equine therapy, a wellness center that offers nutrition consultants, music therapy, and exercise specialists. Dietitians also meet veterans at the grocery store and provide nutritional guidance in practice. The whole health department does more than just focus on the veterans; the facility has recently hosted a staff retreat in 2025.

COMMUNITY CARE

The VA Connecticut Healthcare System has successfully implemented community partnerships and VAs standard of care with local hospitals and health networks to ensure veterans maintain access to urgent and specialized care in their home communities. The facility has also made substantial progress in aligning community care operations with VA's standards of quality and safety.

This facility has established efficient communication channels between VA clinicians and non-VA providers to ensure continuity of care. Improved turnaround times for community care referrals have minimized delays for veterans in need of specialty services. Fax and digital image sharing has provided efficient avenues for tracking community care authorizations and outcomes and allows for clear oversight, and quality assurance. Staff prioritize veteran satisfaction by ensuring veterans receive timely updates on community care appointments and diagnostic results. Upon completion of the community care appointment, VA makes three attempts to request medical documentation and any pertinent lab or image studies from the community care provider. Community care consultants are not closed out until VA receives the visit documentation from the community care provider. VA uses third party vendors to manage the payments and documentation exchange between VA and community care partners. Optum is the third-party vendor that is responsible for completing the administrative actions for community care in this VISN.

Community Care Best Practice: The Community Care Program at the VA Connecticut Healthcare System continues to evolve under the MISSION Act, allowing eligible veterans to access non-VA health care providers when VA services are not readily available. The program is overseen by a multidisciplinary team responsible for authorization, care coordination, and monitoring of outcomes. The community care threshold is lower at this facility as only 9% of the Veterans utilize care in the community. Veterans can schedule a community care appointment about 14.5 days after the community care consult has been received. Some of the most common community care appointments are mammograms, home health, and skilled care.

Community Care Challenges: Administrative complexities under the MISSION Act continue to pose challenges for staff managing community care referrals. Receipt and integration of medical documentation from community partners remain inconsistent, impacting timely care

coordination. The staffing shortages within the Community Care Office occasionally delay processing times during periods of peak workload. This also leads to a delay in payment processing for community providers, which has led to a reduction in the amount of community providers willing to take veterans through VA's community care.

One of the hardest community care appointments to obtain is In Vitro Fertilization (IVF). IVF now has a new approval requirement by the IVF interdisciplinary group. Currently there are five veterans and two veteran spouses using IVF. This region created an IVF task force about 12 months ago, which has reviewed about 20 cases so far.

INFRASTRUCTURE

The West Haven VAMC's physical infrastructure presents ongoing challenges due to the age of the buildings, particularly at the West Haven campus. Several facilities date back decades and require modernization to meet evolving standards of care, accessibility, and technology integration. The facility is able to provide Physical therapy, Dialysis, Emergency medicine, Pre and post operation care, sterile processing, Blood bank, pharmacy, biomedical engineering services, and pulse oximetry.

Infrastructure Best Practice: The clinical teams have managed to optimize room configurations and biomedical equipment to maximize service capacity.

Infrastructure Best Practice: The area is susceptible to snowstorms and provides pre messaging to vulnerable patients in preparation for storms. Food and water supplies are able to be maintained for 96 hours, and key personnel are the only ones authorized into the facility during a severe storm. This year, the West Haven VAMC plans to implement VETtext, a mobile communications effort currently being used by the Long Island VA medical center.

Infrastructure Best Practice: During COVID, the medical center never had any personal protective equipment (PPE) concerns. This facility never had to use contingency supplies and was able to procure 140 positive airway pressure (PAP) units from an agency who was giving them away. They were able to assist with respiratory protection by providing mask fittings by an industrial hygiene team.

Infrastructure Challenge: The heating, ventilation, and air conditioning (HVAC) system malfunctions quite often, and repair timelines can be arduous due to a gap in the HVAC contract. As a result of the faulty HVAC system, the Community Living Center activity room is unavailable for winter use due to the cold temperature.

Infrastructure Challenge: The Emergency Department remains operationally effective but is constrained by limited physical space and outdated design. Modernization is necessary to increase patient capacity and improve flow between emergency care, inpatient care, and outpatient services. However, the age of the building continues to provide challenges for both

patients and staff. While the engineering team has worked diligently to maintain compliance and safety, outdated infrastructure, and patient design improvements using the latest technology. Although leadership has developed a strategic plan that identifies the infrastructure priorities, critical upgrades have been delayed due to funding shortages and lengthy approval processes.

MENTAL HEALTH AND SUICIDE PREVENTION

The VA Connecticut Healthcare System maintains one of the most comprehensive mental health programs in VA system, emphasizing early intervention, continuity of care, and suicide prevention. The mental health service line encompasses outpatient clinics, inpatient psychiatry units, and specialized programs for post-traumatic stress disorder (PTSD), substance use disorders (SUD), and serious mental illness (SMI).

The medical center demonstrates strong leadership commitment to suicide prevention, aligning with national VA priorities and The American Legion's "Be the One" initiative. Staff continue to expand outreach, crisis intervention, and peer support programs for veterans at risk.

Mental Health and Suicide Prevention Best Practices: The facility's multidisciplinary approach aligns with the goals of VA, ensuring that prevention efforts are embedded across all service lines. There are full spectrums of inpatient and outpatient treatment options that enable veterans to receive individualized, evidence-based care like music therapy, equine therapy, and other innovative mental health care. This facility offers substance use care and homeless patients aligned care. All residential treatment programs are VA approved community care programs. This facility has developed strong relationships with local crisis centers and veteran organizations to enhance outreach and referral pathways for veterans in need. Community partnerships include the Connecticut veteran legal center, which is the first legal center in the country to offer free civil legal services to veterans only. Yale Law School also provides legal assistance for veterans. This VA medical center values ongoing Staff Training. Staff receive regular training on suicide prevention, crisis management, and trauma-informed care to remain equipped to respond effectively to veterans in distress.

Mental Health and Suicide Prevention Challenges: Like VA medical centers nationwide, this facility struggles with the recruitment and retention of mental health professionals. There are persistent staffing shortages in psychiatry, psychology, and social work, and there is limited physical room space for program expansion. Veterans are experiencing extended wait times, especially those who reside in rural areas, due to an increased demand for behavioral health services. There are barriers to the coordination of suicide prevention data across service lines. These barriers limit the visibility of suicide risk indicators.

LGBTQ

The VA Connecticut Healthcare System offers an LGBTQ+ health care coordinator that will assist with the needs of people in this community. There is a psychology fellowship that focusses on challenges in the LGBTQ+ community.

RECRUITMENT AND RETENTION

VA health care system has a history of recruitment and retention challenges, and the VA Connecticut Healthcare System is no exception. The Human Resources (HR) service line is working to streamline hiring processes, reduce onboarding delays, and strengthen recruitment of high-demand professionals. The HR team has also implemented several modernization efforts including digital onboarding tools and targeted recruitment campaigns for critical shortage occupations.

Recruitment and Retention Best Practice: The leadership team is committed to demonstrating transparency, accountability, and performance improvement. The team's main focus is scheduled communication, coordination, and data-driven decisions strategically put in place in order to ensure patient safety throughout the facility and meet the needs of veterans. There continues to be a large focus on professional development and career advancement for VA employees.

Recruitment and Retention Challenge: VA continues to implement new and improved onboarding procedures, but new staff onboarding continues to take several months to complete the process. Additionally, the lengthy onboarding process slows operational workflow, efficiency, and often leads to the loss of excellent talent. Retention in VA healthcare systems remains a challenge due to competing local markets that can pay more competitive salaries for clinicians, nurses, and IT professionals. Many VA clinicians are nearing retirement; this particular workforce reduction requires proactive planning and a forward-thinking hiring process.

Recruitment and Retention Challenge: Employee stress and burnout continue to be some of the main contributors to medical staffing shortages. The most recent hiring freeze and budgetary restrictions continue to exacerbate anxiety and uncertainty amongst staff. An article released on August 14, 2025, confirmed 28 critical positions reporting staff shortages.

EDUCATION

Research and training are particularly important at the VA Connecticut Healthcare System. The strong integration between clinical operations and academic research enhances the quality of care and supports medical innovation. This medical facility offers clinical trials, and a wet research lab. This is the only VA medical facility that offers Magnetic Brain Stimulation treatments including the Vivi stim system, a Micro Transponders paired VNS used to the vagus nerve for stroke recovery and Transcranial Magnetic Stimulation (TMS) for mood disorders.

The facility ranks number seven as one of the nation's top medical training courses and is academically affiliated with the Yale School of Medicine and over 200 allied health education institutions. The VA Connecticut Healthcare System serves as a premier teaching hospital within VA's network. They consistently host residents, fellows, and students in medicine, nursing, pharmacy, psychology, and social work. Education and training remain central to VA Connecticut Healthcare System mission of delivering high-quality, evidence-based care while developing the next generation of health professionals.

Education Best Practice: Yale University is known for having some of the strongest medical residences and remains a strong recruitment tool for up-and-coming medical talent. The University of Connecticut offers robust dermatology, rheumatology, and nursing residencies for recent graduates and nursing students. Nursing residency is a one-year program that allows graduates to enter into VA healthcare upon completion. Other programs offered at this facility include the primary care practitioner and mental health practitioner nurse practitioner programs.

Education Challenge: Residency recruitment efforts are challenged by competition for other top medical residency programs in the area. To expand medical training at this facility, the New Haven VA Medical center is looking to hire a Chief of Staff of education.

RECOMMENDATIONS FOR CONGRESSIONAL CONSIDERATION

While the VA Connecticut Healthcare System demonstrates strong performance and commitment to veterans, several systemic challenges persist that require continued oversight and potential legislative or funding support. The American Legion presents the following recommendations for consideration by Congress and the Department of Veterans Affairs.

Infrastructure: Congress should prioritize funding for capital improvement projects, including modernization efforts of inpatient wards that mirror other VA facilities, expansion of the emergency department, and upgrades to utilities and communication systems.

Mental Health: Increase targeted funding for mental health expansion, including telehealth infrastructure, create more robust recruitment of mental health professionals, and outreach programs aligned with suicide prevention initiatives.

Women's Health: The West Haven facility is challenged by Infrastructure and staffing limitations. These limitations restrict the full expansion of women's health services. The

American Legion urges congress to continue congressional oversight and increase funding for the modernization of the women's health clinic and increase recruitment efforts.

Emergency Preparedness and Surge Capacity Challenge: Physical and operational limitations restrict surge capacity during mass casualty or public health emergencies. Congress should

consider dedicated funding for modernization of emergency departments, power systems, and facility resilience improvements.

CONCLUSION

The American Legion's System Worth Saving assessment of the VA Connecticut Healthcare System finds a facility deeply committed to the health and well-being of veterans through innovation, collaboration, and service excellence. During the town hall meeting, along with both veterans and staff at the VA Connecticut Healthcare System were open and forthcoming about their experiences and ongoing challenges. The visit highlighted numerous best practices across areas such as mental health, medical training, and research. Patients at the VA Connecticut Healthcare System display a powerful

sense of community and pride in their care and express that this facility remains their preferred choice for medical care. Despite aging infrastructure and workforce challenges, the West Haven VAMC remains a leader in academic integration, mental health services, and community care coordination. Targeted congressional support, especially in the areas of infrastructure modernization, workforce recruitment, and system integration will be critical to ensure this facility continues to provide world-class care to veterans. Overall, the VA Connecticut Healthcare System remains a valuable provider for high quality veteran care veterans throughout the state.