

January
2015



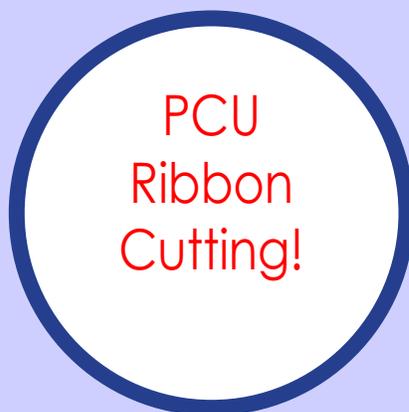
For Employees, Volunteers and Veterans of VA Roseburg and our Community Clinics

In this issue:

Ask the
Director

Town Hall
Schedules

Featured:
Home Based
Primary Care
Expands to
Roseburg



More!! Much More...

Ask The Interim Director Doug Paxton



Transferring from another VA facility, I noticed that the Roseburg VA does not have many opportunities to work four ten-hour days or telework. Do you think these opportunities will come to Roseburg soon?

As you have correctly identified, alternative work arrangements are an important incentive tool for organizations. The VA Roseburg Healthcare System reviews each position for potential alternative work schedules and locations. In the past few years, the number of alternative work arrangements has significantly increased, with the largest increase as a result of extended hours in Roseburg primary care clinics. Some of the obvious challenges with alternative work arrangements include ensuring employees are here to treat patients, safety for all, coverage is consistent, workload is balanced, appropriate supervision is in place, and that work is appropriate for alternative arrangements. Balancing the needs of the organization and our customers with the various needs and preferences of our staff requires consistent review and case by case considerations. Each supervisor has the authority to review their positions and identify those they propose as appropriate for alternative work arrangements.

The Lab has been shorthanded for five years and filling of positions has been held up by Human Resources (HR). Positions have not been filled because HR does not complete needed paperwork in a timely matter. Can you help get more positions filled from the HR Staff?

In the past few weeks leadership has worked closely with Human Resources to remove some of the bureaucratic bottlenecks to recruitment and hiring of staff, including the Lab. Our Leadership Team recently approved to fill all Lab vacancies and we are exploring having staff in the lab on a 24 hour, 7 days a week basis. Other HR improvements include developing open and continuous announcements for critical positions such as providers, clerks, and others. In addition, HR has instituted weekly meetings with each service to review every open position and ensure the highest priority positions are being recruited first. As a long term solution we are actively recruiting additional HR staff to manage the large number of recruitments currently and anticipated with the opening of the new Eugene Healthcare Center.

A wife of a Veteran whose husband has been receiving his care at VA Roseburg for the last 19 years wants you to know that she can say nothing but good about the care her husband has received. "We are both treated with great respect. I just want to make sure that his great care will continue. Are there plans to close the hospital? I want to make sure those rumors are not true."

Thank you for your compliment. I can assure you that there are no plans to close the hospital! As a matter of fact, we are growing and expanding on a daily basis. Currently we have several enhancement construction projects in the works including building a new and improved medical floor with individual rooms and patient centered amenities, a new sterile processing unit to clean and sterilize reusable medical equipment, a new Acute Psychiatric building, and our new Community Living Center, The Lodge, which is slated to open in early February. In addition, we have extended our hours, expanded our Telehealth and Home Based Primary Care programs and increased our numbers of vouchers to assist homeless Veterans achieve housing, just to name a few. Our new Eugene Health Care Center is under construction and will be complete in about a year. We are growing and improving the services we offer throughout the VA Roseburg Healthcare System.

Please help all Veterans on how to access their care using our Choice Cards. We are receiving our cards, but don't know the process on how to actually use them. Who do we call to get help with this?

Veterans who receive their Choice Cards may be able to receive care outside of the VA depending on their eligibility. The National Choice Program call center can assist Veterans in determining their eligibility and can explain how the program works. The call center number is 866-606-8198; in addition, Veterans can also go to the Department of Veteran Affairs website on the Veterans Choice Program at <http://www.va.gov/opa/choiceact/> to learn more about the program and how it works.

Veterans Choice Program

Connecting you to timely and convenient access to health care in your community.

2

Attention All Veterans!

Who is eligible for the Choice Program?

Who: All Veterans enrolled in VA health care on or before August 1, 2014, or are eligible to enroll as a recently discharged combat Veteran within five years of separation.

What: Use of the Veterans Choice Card to receive medical care outside of the VA under two separate categories:

1. Veterans whose current residence is more than 40 miles from the closest VA Community Based Outpatient Clinic (CBOC) or VA Medical Center (VAMC), or Veterans who face geographic challenges, such as extensive distances around water or other geologic formations, such as mountains that present a significant travel hardship or Veterans who currently reside in Guam, American Samoa, or the Republic of the Philippines.
2. Veterans who are told by his/her local VA medical facility that they will need to wait more than 30 days from their preferred date for an appointment or the date medically determined by their physician.

Where: Veterans eligible for the Veterans Choice can choose to have their care provided by any community provider who meets state licensing requirements and is willing to partner with the Third Party Administrator. For the Western United States, the Third Party Administrator is TriWest Healthcare Alliance.

When: Veterans Choice Cards for those who meet the requirements for residence more than 40 miles from a VA medical facility have been mailed beginning November 5, 2014. Cards for Veterans who have to wait more than 30 days from their preferred appointment date or the date medically determined began being mailed on November 17, 2014.

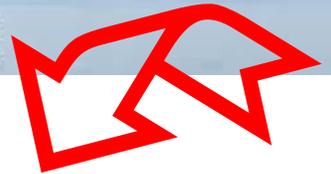
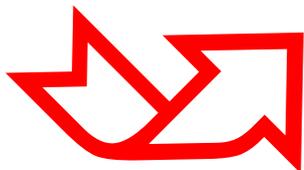
Why: To meet the requirements as established under the Veterans Access, Choice, and Accountability Act of 2014 which was signed into law by President Obama on August 7, 2014.

****Note**** For more information on the Veterans Choice program Veterans can call the National Call Center at 866-606-8198.

What is the Choice Card?

Where can I go to receive care?

When will I receive a Choice Card?



*Ribbon Cutting and
Grand Opening
Ceremony of
our new "Lodge"
Protective Care Unit!*



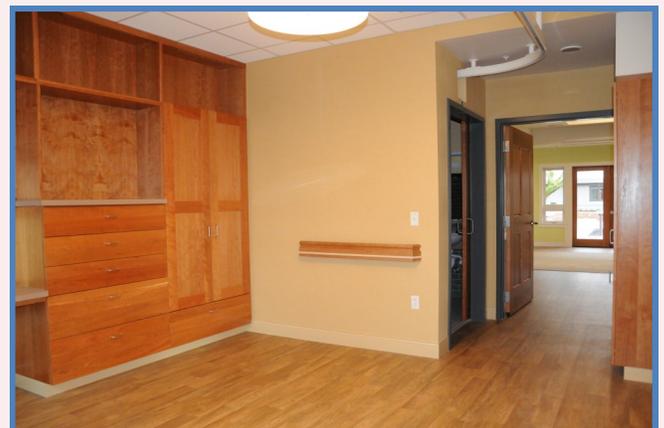
*Everyone
Invited!*

*Date:
February 3, 2015*

*Time:
10:00 a.m. to 12:30 p.m.*



*The Ribbon Cutting
will take place just
outside the doors of
the new facility with
guided tours and
refreshments
following*



Catch a Star Award Enhanced!

4

**The Director
will randomly
draw THREE
Catch a Star
winners each
month!**

Catch a Star
Making the Difference

The staff at the VA Roseburg Healthcare System receive Catch a Star awards from patients and their coworkers almost every day! To recognize their going above and beyond in serving Veterans, people fill out Catch a Star award cards and give a copy to the nominee. The yellow copy is sent to the Public Affairs office and we display these great compliments all month for all to see. At the end of the month, the director randomly draws a card to select the winner.

Catch a Star
Making the Difference

Announcement: The Catch a Star award program will now be conducted three times a month, with a special event to honor those staff who exemplify great service to our Veterans!

Winners will be presented a special award certificate from our facility leadership which includes a \$100.00 monetary award!

Patients are welcome to nominate staff members so please share the forms with them too!

**Need Catch a
Star forms?
Contact Public
Affairs at Ext.
44101. Don't
forget to send the
yellow copy to
the PR office
located in
Building 2, Room
A102C**

KUDOS

Catch a Star
Making the Difference

Shining Star: Ron Wilson
Is Receiving Recognition for:
Today we had a fire alarm at 7:15 and breakfast was late. 3P received a tray for a lodger by mistake. Nursing staff was busy with meal trays and insulin. Ron offered to go bring the lodger his breakfast. He went above and beyond.
Recognized by: Amy Millett, CNL

Catch a Star
Making the Difference

Shining Star: Rosy McCoy
Is Receiving Recognition for:
Rosy is one of the kindest working nurses I have every worked with. Her attention to patient care and safety are unsurpassed. She very seldom takes breaks and seldom takes lunch to make sure her patients are taken care of.
Recognized by: Coworker

Catch a Star
Making the Difference

Shining Star: Robert Boyles
Is Receiving Recognition for:
For always being willing to assist with the PIV System. He is always pleasant with a smile on his face. Thank you for always being willing to help.
Recognized by: Chris & Dana, VA Police

Catch a Star
Making the Difference

Shining Star: Dr. Stubbs
Is Receiving Recognition for:
Postive attitude and approach to health care. She is approachable, kind, caring, and always professional. Thank you Dr. Stubbs.
Recognized by: Veteran

Catch a Star
Making the Difference

Shining Star: Boyce Williams
Is Receiving Recognition for:
His willingness to assist in the Patient Advocate's office for two days. His assistance was a necessity in expediting the patient's services. Boyce made a lot of Verterans happy with his pleasant demeanor. Thanks!
Recognized by: Chris David



VARHS Enhances Home Based Primary Care Program...

Roseburg team providing house calls

Written by Carrie Boothe, Public Affairs Specialist, VARHS

You are a Veteran. You served your country. You have a primary care physician at the VA Roseburg Healthcare System (VARHS) and you are eligible for outpatient care. You have had a change in health and you are realizing you are challenged accessing your care.

This is where the VA presents options that are not always available in the private sector. The program is called Home Based Primary Care (HBPC) and VARHS

has offered this service in Eugene for several years with great success.

Initially in Eugene, Veterans who lived within 25 miles of the Eugene Based Outpatient Clinic were eligible for the service. Not long ago VA enhanced the program by increasing the mileage range to 50 miles. Recently, VARHS stood up the same program in Roseburg by hiring a team of professionals to provide the same service in and around the Roseburg area as we already offer in the Eugene area.

HBPC is unique in that it necessitates care by a complete interdisciplinary team of professionals

within the home. HBPC is different from Medicare Skilled home care in that the Veteran is not necessarily homebound, but for a variety of potential reasons such as impaired mobility due to functional limitations or an inability to cope with the clinic environment may deem them eligible for the program. Once a Veterans Primary Care



Pictured Above- Eugene HBPC:

Back row L to R: Patricia White, Psychologist, Laurina Peters, RN, Martin Thompson, NP, Mary Carroll, RN, Marguerite Laver, PT

Middle Row L to R: Raquel Alvarado, Nurse Manager, Kenneth Robinson, RN, Lizzie Colon, Asst. Nurse Manager, Eunice Allison-Quick, RN, Rebecca Miller, RN

Seated L to R: Melissa Maple, ASA, Jennifer Chastain, RD, Mary Clark, SW

professional refers them to the HBPC team, an evaluation will take place and eligibility will be determined.

Once a Veteran has entered into the program, they are involved in a complete patient centered care design set which

See House Calls...next page

House Calls...

involves complete continuity of care. The team consists of a program director, a medical director, a nurse practitioner, an RN case manager, a social worker, a dietitian, a physical therapist, a psychologist and a pharmacist.

and the team members. Each member of the team has a rapport with the patient and the focus is on a whole-health patient centered care experience for the Veteran.



Home Based Primary Care Roseburg Team: Back Row: Max Roberts, Catrina Main, Michelle Rater, LaVonne Tjoelker. Front Row: Barb Montgomery, Trish Hedges. Not pictured: Sandra Eldridge, Dr. John Roberts, Kelly Southern, Nancy Sheiner, Lizzie Colon and Raquel Alvarado.

The team spends their days in the field. They travel to the home of the Veteran and depending on the health situation of the patient they provide the appropriate care. One example might be that the patient may be in need of a change in medication. The pharmacist on the team will see the patient and review his/her medications and work directly with the team. Decisions are made based on their assessments paying close attention to what the patient wants to do. Any Veteran involved in the program has agreed to accept HBPC as their VA primary care provider, so a relationship is developed between the patient

The nurses schedule their own appointments and coordinate their daily patient visits. They even do lab draws so the patient does not have to leave his/her home. They chart their patients' care and the team members all have access to medical information. Each week, or more often as needed, the team gets together and discusses the needs of each of their patients, creating a link and knowledge of each patient's situation and circumstances.

With the great care and success of the HBPC in Eugene, the VA leadership recognized the

need to increase the program to make it available in Roseburg. It took some time to hire all the staff and acquire all the equipment to build the program. A design for office space and an area in the hospital was needed for the team and had to be created with the intention of the program growing also carefully considered. At this time, Roseburg has one complete PACT team serving Veterans within the 50 mile radius of the hospital. That means a team member may travel almost as far as the coast, south down the I-5 corridor and all points between the 50 mile radiuses. As the need increases, more staff members will be

Continued..next page

House Calls...

hired to accommodate the demand. The program was so successful in Eugene, VARHS anticipates a continued growth in the program.

We are excited and pleased to be able to offer this new service in Roseburg to our Veteran patients. There are details in the eligibility process, so the best course of action for Veterans or their care giver is to talk with their current VA primary care provider (PCP). The PCP understands the basic eligibility so they would refer the potential patient to the HBPC team and the team provides the final assessment to determine eligibility.

HBPC provides an opportunity for Veterans to receive the highest quality care with a team of professionals' right in their home. The team serves Veterans with a continuous provision of routine care and services involving ongoing monitoring, routine comprehensive assessments and coordination of care. This group of health care providers is dedicated to best serve Veterans with complex, chronic, or those with a disabling disease when routine primary care hospital visits are too challenging for the patient.

That is their goal and their commitment. Plain and simple.

VARHS welcomes our new HBPC care team to Roseburg!

VA Roseburg Healthcare System

VIRTUALTOWN HALL

SUBJECT: HOME TELEHEALTH



Would you like to learn more about Home Telehealth?

**Log onto the VA Roseburg Healthcare System
Facebook page**

Thursday, January 22, 2015

Beginning at 2:00 p.m. and ending at 3:00 p.m.

**We will have subject matter experts here to answer
your questions and explain the
Home Telehealth program!**

<https://www.facebook.com/VARoseburg>

VA Roseburg Healthcare System

TOWN HALL NORTH BEND

When: Wednesday, January 14, 2015

Time: 4:00-6:00 p.m.

Where: North Bend Library
1800 Sherman Avenue
North Bend, OR. 97459

VA Roseburg cordially invites all Veterans, their family members and stakeholders to a Town Hall.

This will be an open dialogue listening forum that will allow the Veterans we serve an opportunity to be heard and have their questions answered.

Parking: The Town Hall will take place during regular business hours of the North Bend Library. The library staff asks that Town Hall participants leave parking spaces open for library patrons. Additional parking is available at the public parking lot between Highway 101 North and Highway 101 South, just one block from the library. Thanks you your consideration.

TOWN HALL BROOKINGS

When: Thursday, January 15, 2015

Time: 4:30-6:30 p.m.

Where: Chetco Community Library
405 Alder Street
Brookings, OR. 97415

VA Roseburg cordially invites all Veterans, their family members and stakeholders to a Town Hall.

This will be an open dialogue listening forum that will allow the Veterans we serve an opportunity to be heard and have their questions answered.

Veterans Serving Veterans Featuring

Karl Tanner, AFGCE President



1. What branch of the Service did you serve in, and what years?

I served on active duty in the USN from 1984-1994 and served in Washington State, Virginia, Republic of the Philippines, and Yuma Arizona. After which, I joined the reserves from 1996-2002.

2. What led you to decide to join the Service?

I was not a model student in high school. I had many difficulties focusing with so much going on around me. I also had not made the best decisions in choosing friends. I struggled and did not achieve much of anything during those years. One day, as I sauntered into my home, apparently later than my parents wanted me to arrive, my mother met me at the door with what appeared to be an angry look on her face. She said, "Find a place to live and someone to feed you because we are not doing it anymore." At the time I thought this to be an ultimatum but as I got older I realized it was just a way to motivate me as nothing else seemed to work. Feeling my demise was at hand and I would not make it as a manly and handsome homeless man, I made my way to the USN recruiter. I knew I did not want to join the USMC- that would require too much exercise. I knew I did not want to go into the Air Force- I had never flown and if God wanted me to, He would have given me wings. I knew the Army was out- I could not march, was not going to march, and everywhere they go there are snakes. No snakes for this



guy. Coast Guard I thought? Well I could not swim and got sea sick bad so that was an easy instant no. Navy... Yes, that was the ticket. They have big ships that are way too big for the waves to effect. They have life jackets so big they call them "May Wests," plus, tattoos and beer. Yep, that was the life for me. My dad, his dad and his dad and many uncles had all served in the USN and I was next. I told them to sign me up.

3. What was your Military Operation Specialty?

Navel enlistment code (NEC) HM2. 8463. After joining I had chosen to go into the electrical

field. However, it did not take me long to realize I hated getting shocked more than I hated snakes. So electrical work was out. I then tried to go into the communications field as Interior Communications. Clearly, that was also not for me. Finally, a very wise and very old Master Chief made the decision for me. I was to join one of the greatest fields in the USN, Corpsman or so he called it, "#@#\$\$##@ checkers". I can't say as I understood then. I knew nothing about medical but he had apparently saw something in me that I knew nothing about. I made high grades in training school and was

transferred to the Naval Hospital in Bremerton, Washington. From there I chose to go to Optician "C" school where I learned to make glasses and do eye exams. Then my issue with boats and sea sickness had to abate rapidly because I was assigned overseas for three years and was chosen, along with my wife, to accompany the Marines from Marine Barracks Cubi Point in the Republic of the Philippines (PI) on their maneuvers-- MedCaps (providing medical care to civilians) to the outlying villages. So how do you get to the outlying villages? March, march, march. Then, on to Mike Boats, which are not the least bit stable on water and apparently built so that no breeze or air of any sort can get to where the Marines and Sailors were standing. Ugghh. And of course, the Philippines are noted for their wide variety of venomous snake populations including Cobras. After three and a half years in the PI, Mount Pinatubo erupted and we were transferred stateside where we were assigned to Marine Corps Air Station Yuma Arizona. While there I served as an EMT, Ambulance Driver, Petty Officer in Charge of our Acute Care area, Drug and Alcohol Program Adviser, EOD Corpsman, Field Trainer, USMC Field Support Corpsman, and a Training Petty Officer.



The Tanner Clan

4. What is your current occupation with VARHS?

As of January 1, 2015, I became the AFGE Local #1042 VA Roseburg Union President.

Prior to becoming the Union President, from 2007-2014, I worked in the Recreation Therapy Department at VARHS and covered the CLC which includes the Transitional Care Unit and the Dementia Unit. I was passionate about my work and I loved my job. I considered it an honor and privilege to be part of the VARHS treatment team. In that capacity, we served Veterans by providing several activities each day and from time to time, there are special events that involve all staff and the public. We provide a balanced variety of opportunities and strength-based programming for our residents. The department strives to be creative, dynamic and resourceful so that our residents receive quality services and experience life to its fullest. The program consists of two Certified Recreation Therapists, Bill Bailey and Marilyn Warren, and I was the Therapy Assistant until just the other day. Our days were filled with interventions to improve the function of individuals with illnesses or disabling conditions. Staff utilize various activities as a form of active treatment to promote the independent physical, cognitive, emotional, and social functioning of persons experiencing disability as a result of trauma or disease. By enhancing current skills and facilitating the establishment of new skills for daily living, staff are able to improve the quality of life for our patients. The days are full for Recreation Therapy staff and include patient activities such as daily walks, morning exercise, coffee and conversation, brain fitness, greenhouse gardening, volunteer visits, outings involving travel and luncheons, bingo, card games, live music, swimming, golf and various other activities and skill building programs. Summer season is filled with fishing, picnics, bike rides, hikes and many outings for our patients to view and be part of the beautiful Land of the Umpqua. Each activity that we developed is geared for specific populations or individuals. I was very proud to serve our honored Veteran population which includes individuals who have served from WWII up to today. It was exciting to help people get active again by using sports, games, arts, crafts, and music to help them build confidence and get back into life.

Continued....

5. What do you like most about what you do now?

Before hiring on with the VA I worked in Arizona in gold mining, construction, and the energy field of Weatherization. I was an integral part of building the energy program in Arizona; was the lead instructor for the State of Oregon Energy Program, and developed the Oregon Energy Analyst certification program. I was the Weatherization Coordinator for UCAN and was the Chairman for OECA (Oregon Energy Coordinators Association). There I worked extensively with the Department of Energy, the Oregon Legislature, and the private energy Companies that serve Oregon to negotiate to provide energy assistance and low cost energy solutions to the low income residents of Oregon. I also taught Energy related courses at Lane Community College for two years.

Those were all great jobs, but working at the VA with my fellow Veterans is the job of all jobs. There is nothing not to like about what I do. I serve those who have served and I work with some of the greatest workers in the medical field. I believe the VARHS staff are unsurpassed in their abilities and exude selflessness and are passionate in their drive to help others.

Veterans are a difficult population to serve. I can say that because I am one. I understand. But that is also why I love it so much. I have never worked in a field that is so diverse and have never worked in an organization comprised of individuals that are striving to change lives as this one does. What do I like most about it? I can go home each day proud that I continue to serve the greatest force on earth, the former US military personnel, and now, the staff that serves them.

Congratulations Hospice Graduates!



Interested in becoming a Hospice Volunteer?

VA Roseburg Healthcare System offers classes in the Spring and Fall for those interested in volunteering for a very rewarding volunteer position in serving our Veteran population. We always need hospice volunteers and we appreciate your considering working with our Veterans in need.

For more information, please contact Fran Smith, RN Hospice/Palliative Care Coordinator at 541-440-1000 Extension 44495



Front row (L to R): Lynda Mason, Shirley John, Elaine Fraijo
Jerry Langdon

Back row (L to R): John Malolepsy, Don Hamilton, Steve Patterson, Jim Gettys, Jr. Not pictured: Beckie Thaler

IntegratedEthics© --Ask Ethel?

The IntegratedEthics© Program office poses an ethics question each month. Employees, Veterans, and volunteers are encouraged to submit ethics questions to IntegratedEthics© Program Officer, Mike Gillespie at extension 44721 or via email at Michael.Gillespie@va.gov. When calling by phone, please include your name and phone number if you want a personal response. Emails will be replied to promptly. For purposes of this column, all responses to the program office are confidential.



January Ethics Question:

Dear Ethel: I am a VA Roseburg employee who has an “ethical issue” that I need to discuss with someone. How do I decide where to go with this? –“Trying to Do the Right Thing”

Answer: Dear “Trying,” this is an excellent question. We invite you to contact Mike Gillespie or Jon Eastwood with any ethics issues. We will either help you directly or assist you to make the proper connection. We will respond to your request within 1 business day by taking time to listen to your issue. Our services are also available to Veteran patients. Other IntegratedEthics© Program staff will be on hand when these two are not available.

- o Mike Gillespie, IntegratedEthics© Program Officer 44721
- o Jon Eastwood, Ethics Consultation Coordinator 44656

There are four types of ethics issues.

First is what we might call an Ethical Concern. Let’s say that you are on a committee making an important decision. The committee is struggling and members are uncertain about the right thing to do. Some good questions to ask are:

- Do we have all the important facts?
- Have we involved everyone who should be a part of this decision?
- Does the decision reflect good values?
- Do the benefits outweigh the harms?
- Will the decision keep the problem from recurring?
- How would this decision look to someone outside the organization?

If the decision is still unclear, controversial, or has high stakes, you may wish to involve IntegratedEthics©. We can discuss your decision with you or be a resource to your committee.

Because modern healthcare is so complex, ethical concerns may develop around patient care, discharge plans, advanced directives, pain management or other difficult areas. Normally these requests come to IntegratedEthics© in the form of an ethics consultation. For a consultation, please contact Mike or Jon.

Second is what we might call a Quality Gap. This is when the way something is being done differs from how it should or might best be done. These ethics issues can be referred to the Preventive Ethics Team or dealt with through another quality improvement mechanism such as, for example, an Optimizing Value Improvement Team or an item for Strategic Planning. Mary Bartels is our Preventive Ethics Coordinator and can be reached at 40160.

Third is Government Ethics and normally pertains to employee conduct. These are normally dealt with first through your supervisor and then your chain of command. Human Resources and sometimes Regional Counsel may be involved, when needed.

Fourth is Ethics Violations. These involve evidence of serious risk to patients/residents, administrative misconduct, or non-compliance with legal standards or regulations. Depending on the specific nature of the issue, these go directly to the Compliance Officer, Privacy Officer, Medical Inspector, Inspector General, or Administrative Review Board.

The IntegratedEthics© Decision-Making Triage Tool can be found on our facility's IntegratedEthics© Newswire page (under "Services") or here. The Decision-Making Triage Tool Activity Guide with some questions for using in a group or self-testing also can be found on the IntegratedEthics© Newswire page or here.

If you have any more helpful information on this topic please leave a message for Ethel at 44721 or email Mike Gillespie at Michael.Gillespie@va.gov.

VA Roseburg IntegratedEthics© Program

Your local IntegratedEthics© Program is your resource and advocate for ethical concerns and information.

- Watch for ethics news on Newswire.
- Plan to attend the Ethics Lunch and Learn at noon on Thursday, January 8th. The topic will be Ethics and the Discharge Process: What to Consider When a Patient Prefers a Plan that the Team Believes is Unsafe. Details and the document for discussion are posted on Newswire.

Catch a Star Winner!

December

Denise Manibusan, Call Center Agent, is a Shining Star!

Denise is this month's winner of the Catch a Star random drawing award. She received recognition from Dema Inman, Call Center Lead for, "All your hard work and dedication to our Veterans and your part in the Call Center."

Denise also received a 50.00 Special contribution award.



Front Row: Dema Inman, Denise Manibusan, Jackie Wilkerson
Back Row: Kristen Welker and Kirk Kennedy



ANNUAL NATIONAL SALUTE TO VETERAN PATIENTS



VA Roseburg Healthcare System
Auditorium Building 16

Friday, February 13, 2015

Public Invited

10:00-10:30 a.m.
Opening Ceremony

10:30-12:00 p.m.
Valentine cards, gifts and patient visits.



If you have any questions please
contact: Voluntary Services
at (541)440-1000, ext. 44350



Notes From The 17 Education Department

A Change of Seasons: VARHS Team Training with 5 Med/Surg Nursing Staff

Submitted by Fletcher Watson, BS, MN, RN, CNL and James Hay, Ed.D, MSN, RN, CRRN

The seasons are changing at the Roseburg VA, allegorically; in much the same way as autumn is now giving way to winter. During this time, the beautiful green plant life of which Roseburg is known for begins to mobilize energy stores by drawing its attention inside to the roots. Similarly, the nursing staff of the Medical/Surgical/Telemetry unit (Ward 5) has undertaken a team training opportunity which has resulted in an inward process of reflection upon their practice; getting in touch with their roots, the rudiments of nursing practice, their grief, goals and aspirations.

The team training was organized and coordinated through a collaborative effort between the Nursing Education Department's Executive Director Dr. James Hay and the Ward 5 Nurse Manager, Teresa Higgins. During a time of increased unit census and tight staffing, the extraordinary cooperation of each department delivered this long-overdue training to over 24 participants including members of Quality Management.

Over the course of several days, numerous small groups of nursing staff were able to attend the class and receive this valuable, customized training. The training was adapted from a program provided by the VA-National Center for Patient Safety and integrated key elements from the nationally recognized program, TeamSTEPPS. Based upon the aviation industry's safety program, Crew Resource Management, VARHS Team Training centers on building high-reliability teams by teaching specific behaviors that when used effectively, in the clinical setting, improve communication, reduce risk, and mitigate the effects of error for hospitalized Veterans. The program designed by Dr. Hay, while maintaining its roots, was customized to meet the particular needs of Ward 5. The classes provoked in-depth conversations, brain-storming, and problem-solving among the participants. Conceptual models about team behaviors and clinical practice were presented followed by interactive exercises and discussions. The exercises took the nursing staff to the next level of learning by helping translate the conceptual into real-life examples for everyday application on the unit.

The participants provided feedback regarding their perceptions of team structure, leadership, mutual support, team communication, and situational monitoring to assist the leaders with their educational planning. Perceptions of the program were very positive. The Ward 5 Clinical Nurse Leader (CNL) has received requests for "more training like this," and has observed significant improvements in communication between the staff following the team training sessions. The nursing staff is "thirsty" for more communication skills; they want to feel the comradery, psychological safety, and multidisciplinary support when working as part of a team. While there is more work ahead for the team of Ward 5, they are enthusiastic about the coming new growth of spring that will follow this winter's reflection!

January

Healthy Living Tips

Submitted by Jason Wilcox, LCSW, VARHS Health Behavior Coordinator

Be Involved in Your Health Care

In life we devote and invest our time to all types of things. We may devote time and energy to money, to family, to entertainment, etc. But how often do we stop and ask ourselves, "What have I done for my health lately?" There are many small things you can do daily that can invest in a longer, healthier life. One of the many things you can do is to be involved with your health care. There are many ways to take an active role. Work with your health care team to improve your health. Give your treatment team accurate and complete information about:

- Your current health problems.
- Your concerns about your health.
- Past illnesses.
- Past hospitalizations.
- Your medicines, including over-the-counter and herbals.
- Other matters related to your health.
- Plan ahead for your visits by writing down the questions and concerns you want to raise. Share them with your provider at the beginning of each visit.
- Share your ideas and beliefs about your health problems and treatments with your provider.
- Let your health care team know about stressful aspects of your life that affect your health and ability to manage daily activities.
- Participate in decisions about your health care and treatments with your provider.
- Let your provider know the treatment options you prefer.
- Ask questions about anything that's not clear to you.
- Speak up if you have any concerns about the care you are receiving or if you think something is wrong.
- Ask for written information and instructions that you can keep and share with your family or caregiver.
- Gather information about your health problems from your treatment team, the VA library, and websites such as My HealtheVet.
- Know your medicines and why you take each one.
- Ask when and how you will get results of any tests or treatments.
- Make sure you have the name and telephone number of a person to call if you have a problem.
- Let your team know if you face any obstacles to your care or if your condition changes.
- Have a family member or friend come with you to your appointment to help you, if you wish.

January Healthy Living Recipes¹⁹

Indian-Spiced Spinach

Olive oil spray	2 teaspoons ground coriander
1 cup fresh dices onion	1/8 teaspoon cayenne pepper
2 teaspoons minced garlic	¼ cup pine nuts
8 cups washed spinach	2 teaspoons olive oil
2 teaspoons ground cumin	salt and freshly ground black pepper
2 cups canned low-sodium diced tomatoes, drained	



1. Heat a large nonstick skillet over medium-high heat, and spray with olive oil.
2. Add onion and garlic. Sauté 3 minutes, stirring to prevent burning.
3. Add tomatoes and spinach, cover, and cook 5 minutes
4. Remove lid, and add cumin, coriander, cayenne, and pine nuts. Cook 5 minutes, uncovered. Stir in olive oil and salt and pepper to taste.

Calories 258 Calorie from Fat 141 Total Fat 15.7g Saturated Fat 2.3g Monounsaturated Fat 7.7g
Cholesterol 0mg Dietary Fiber 8.2g Sugars 8.7g Protein 11.1g Carbohydrates 26.0g Sodium
131mg

Lentils and Rice

1 cup cooked brown rice
½ cup canned lentils, rinsed and drained
1 tablespoon olive oil
Salt and freshly ground pepper

1. Measure 1 cup brown rice into a bowl
2. Add lentils to rice
3. Add oil and salt and pepper to taste.
4. Toss well and serve.



Calories 240 Calorie from Fat 78 Total Fat 8.7g Saturated Fat 1.2g Monounsaturated Fat 5.5g
Cholesterol 0mg Dietary Fiber 3.5g Sugars 0.5g Protein 6.5g Carbohydrates 30.0g Sodium 110mg

Serves:2

From 2011 FAST AND FLAVORFUL: great diabetes meals from market to table

VARHS New Employees

20



Troy Allen, Peer Specialist

Nedra ArrowoodIngram, MSA, Patient Ctr Care/PC (Call Center)

Kelly Becker, Peer Specialist

Paul Beiring, Assistant Chief (Social Worker), Mental Health

Wen Chen, Nurse Practitioner, Surgical Service

Catherine Elzie, Social Worker

William Ford, Food Service Worker

Kara Hall, CNA

Rebecca Kowalski, MSA – Dental

Sarah Meinzen, Infection Control Nurse, Quality Manager

William Morris, Nurse Practitioner, Mental Health

Pamela Pearce, Food Service Worker, Nutrition & Food Service

Lora Pope, MSA, Patient Ctr Care/PC (Call Center)

Carey Randolph-Chizum, RN – Eugene

Landon Ross, Peer Specialist, Mental Health

Welcome
to
the
VA!!

VARHS CFC Campaign Results

This year VARHS staff contributed \$9,352.00 to the Combined Federal Campaign! Thanks to everyone who participated in the program! All of your contributions led to another year of success for the Combined Federal Campaign!



**VTS is looking for
volunteer drivers,
dispatchers and more!**

Veterans Transportation Service (VTS) is seeking your help in assisting our Veterans in obtaining their health care appointments.

We are seeking conscientious, punctual individuals who enjoy spending time with others while safely traversing the beautiful Western Oregon countryside. VTS requires that you possess a Commercial Driver's License (CDL) with an active Medical Card (and pass a background check) to be cleared to be a volunteer driver.

Other volunteer positions available are dispatching, scheduling, maintenance tracking, ensuring a mission ready vehicle for our transporters to work with, or any/all the above.

This is your opportunity to give back to our fellow Veterans by volunteering your time and expertise. Interested individuals please contact Jon Schlais, VTS Travel Assistant at 541-440-1222.

Thank you for considering volunteering with us!

**Employee Wellness Calendar
and available activities for
VARHS employees.**

MONDAY

Fitness Center Orientation 1:00pm -
Fitness Center

Zumba 4:45-6:15pm - Auditorium

(Bring your own mat)

Special Savings for VA Staff. Classes
as low as \$2.20.

For details:

<http://burnhamsbasix.blogspot.com>

TUESDAY

MOVEmployee 12-12:30pm -

Gold/White Conference Room

WEDNESDAY

Walking Wednesday 12-12:30pm -

Occ Health office (E152)

Zumba 4:45-6:15pm - Auditorium

(Bring your own mat)

THURSDAY

Creating Balance 12-12:30pm -

Gold/White Conference Room

Be Tobacco Free 4-4:30pm -

Occ Health office (E152)

FRIDAY

English & Scottish Dancing 6:30-8:30 -

Auditorium

Call Employee Wellness for more
information:

(541) 677-3025 or Ext 43025

Fitness Center Hours 22

Day of Week	Inpatient Open Time	All Veterans Open Time	Employee/Volunteer Open Time
Monday	6:30-7:30am	9:00-11:30am	5-6:30am 7:30-9:00am 11:30am-1:30pm 3:30-9:00pm
Tuesday	6:30-7:30am 12:30-3:00pm	9:00-11:30am	5-6:30am 7:30-9:00am 11:30am-1:30pm 3:30-9:00pm
Wednesday	6:30-7:30am	9:00-11:30am	5-6:30am 7:30-9:00am 11:30am-1:30pm 3:30-9:00pm
Thursday	6:30-7:30am	9-11:30am	5-6:30am 7:30-9:00am 11:30am-1:30pm 3:30-9:00pm
Friday	6:30-7:30am	9-11:30am	5-6:30am 7:30-9:00am 11:30am-1:30pm 3:30-9:00pm
Saturday Sunday	6:30-7:30AM 1:00-2:00pm		5am-6:30am 7:30am-1:00pm 2:00pm-9pm

Events Calendar

January 7- C.H.A.M.P.I.O.N.S class
begins January 14- Town Hall,
North Bend Library

January 15- Town Hall,
Brookings Chetco Community Library

January 22- Virtual Town Hall Facebook,
Home Telehealth,

January 28-Homeless Count

February 3- Protective Care Unit
Ribbon Cutting/Open House

February 13- National Salute to
Veteran Patients

*Check out the VARHS
Website:*

www.roseburg.va.gov

*Find links to information, news,
updates and much more!*

VARHS Staff Generosity



VA Roseburg Healthcare System's 2014 Children's Holiday Gift Drive

Thanks to all of you who participated in this year's Children's Holiday Gift Drive! We joined with the Douglas County's Child Welfare Program to help make the holidays special for the nearly 464 children involved in foster care. Our employees were able to provide gifts for over 60 children. With only a short time to shop, our employees took on the challenge. In fact, we ran out of names in two days. Within a week, the Executive Office began to fill-up- with your gifts – which came in all shapes and sizes and wrapped so festively. One gift even came with a huge stuffed animal!

Again, thank you for your big-heartedness. And, our thanks to our Executive Office Admin Staff - Kristin Meyer, Debbie Wheeler, and Kathy Rocco, who organized this event – and to all their helpers!!!

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The Facebook logo, consisting of the word "facebook" in white lowercase letters on a blue rectangular background.

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<https://www.facebook.com/VARoseburg>

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Karl Tanner



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