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Quest

Now that you know more about the Lean process, are you ready to get involved? If you need training or would like to be a member of an upcoming project, contact Evelyn Coble, System Redesign Coordinator. Veterans are encouraged to participate in projects as well. You can also check out current and completed Lean projects, as well as other information on our Lean Pulse page.

Our Goals for the Year (Overall Metrics):

<table>
<thead>
<tr>
<th>Metric</th>
<th>Baseline</th>
<th>Goal</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>91%</td>
<td>96.3%</td>
<td>96.8%</td>
</tr>
<tr>
<td>All Staff Lean training</td>
<td>34.4%</td>
<td>100%</td>
<td>57.2%</td>
</tr>
<tr>
<td>PC6: Urgent Appt.</td>
<td>62.4%</td>
<td>64.4%</td>
<td>67%</td>
</tr>
<tr>
<td>PC9: Routine Appt.</td>
<td>78%</td>
<td>80%</td>
<td>81.8%</td>
</tr>
<tr>
<td>SC6: Urgent Appt.</td>
<td>76.6%</td>
<td>78.6%</td>
<td>65%</td>
</tr>
<tr>
<td>SC8: Routine Appt.</td>
<td>78.8%</td>
<td>80%</td>
<td>72.6%</td>
</tr>
</tbody>
</table>

Access to Care

VA recently debuted the new Access and Quality in VA Healthcare website. You can visit the site whenever you want to see how soon your VA facility can see you, as well as information on how satisfied Veterans are with the care at your facility. [www.accesstocare.va.gov](http://www.accesstocare.va.gov)
PURPLE HEART CITY

By: Sandra Kidd

The city of Myrtle Creek has been officially recognized as a Purple Heart City. This honor is bestowed upon cities that have a Purple Heart recipient that resides within its boundaries. Myrtle Creek joins others as part of The Military Order of the Purple Heart’s (MOPH) Purple Heart Trail Program.

Myrtle Creek was given the designation thanks in part to one special resident, Michael Kashuba, a Vietnam Veteran and Purple Heart recipient. A ceremony in his honor was attended by a few hundred people consisting of other Purple Heart recipients, Veterans’ organizations, as well as the local community. His daughter, Taher Christensen, RVAHCS’s own Women Veteran Program Manager, read a statement written by her father during the ceremony.

“I served in the 5th/46th Batallion of the 198 Light Infantry Brigade, American Division, in 1969. I was wounded on my 20th birthday, October 5, 1969, after we settled into night defensive position on the Batangan Peninsula, the most heavily mined terrain of South Vietnam. It was raining heavily that night and at 11:30 p.m. we were hit with RPG (rocket propelled grenades) rounds fired at close range and grenades thrown into the perimeter. I received multiple fragment wounds to my back, fractured scapula, severe chest trauma and both lungs collapsed. Four Bravo soldiers were killed, 21 wounded, and 14 of us were dusted off that night Chu Lai and the rest treated in the field. The next morning they counted 26 unexploded hand grenades on the defensive perimeter and saw blast areas where 23 had gone off.”

Two news signs have been posted at the north and south entrances to Myrtle Creek on I-5. The northbound sign is near milepost 121, while the southbound sign is near milepost 127.

To find out more about the MOPH’s Purple Heart Trail Program, visit their website.

Photo credit: Shanon Goodwin
As you can imagine, we have lots of Veterans here that are fathers, so Father’s Day is kind of big deal. This year, the CLC arranged a Donuts for Dad event on Father’s Day so that our Veterans and their visiting family members could enjoy some donuts, coffee, and good company.

Compliments to the kitchen for the coffee and Cara Jenkins from Activities for the donuts.

Barb Galbraith, Associate Director Patient Care Services, attended the event and commented, “Donuts for Dad was a great time to chat with the Veterans over donuts and milk. The staff were amazing, kind, patient, and compassionate. The caring atmosphere is truly peaceful! The family members appeared to be enjoying the donuts and friendly conversation.”

Thank you to Shanon Goodwin, Acting Public Affairs Officer, for taking time on his Father’s Day to get these awesome pictures of our Vets.

Photo credit: Shanon Goodwin
Since 1982, car aficionados have been coming to Roseburg every summer to hold a car show. This year, as in the past, the car show kicks off at the Roseburg VA Medical Center campus. This is a family event that includes cruises, show-n-shines, food, games, and more. If you missed it this year, plan to come next year.

Photo credit: Shanon Goodwin
Pretty soon you will see six new signs installed on the grounds of the Roseburg VA Medical Center. The signs denote historical points on campus and are part of the Roseburg Historical District. The VA was able to erect these signs as part of the Building 7 seismic upgrade project.

By: Sandra Kidd
Congratulations to our call center for these outstanding survey results for our first month live with all sites.

**RESULTS**

97% were very satisfied/satisfied with knowledge of the representative

99% were very satisfied/satisfied with courteousness of the representative

93% were very satisfied/satisfied with the length of wait time

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The RVAHCS Relay is a monthly electronic publication produced by the Public Affairs Office at Roseburg VA Healthcare System.

**Questions / Comments / Article Submission / Ideas / Etc.**
Please email us at: VHAROS-PublicAffairs@va.gov

For RVAHCS Events—Please visit our calendar at: [www.roseburg.va.gov/calendar.asp](http://www.roseburg.va.gov/calendar.asp)

If you would like to be added to the RVAHCS email list, please visit [www.roseburg.va.gov](http://www.roseburg.va.gov) and enter your email address on the right side under “Connect with Roseburg VA Healthcare System”.

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