Getting 5S

A 5S workspace has:

⇒ Higher Productivity
⇒ Produces Fewer Defects
⇒ Meets Deadlines
⇒ Is a Safer Place to Work

Sort
Remove ALL items from the workplace that are not needed. The workplace becomes less crowded and an easier, quicker, more efficient place to work.

Arrange items that are needed in the area and label them so that anyone can find them or put them away. This ensures adequate storage, eliminates clutter and keeps surfaces and walkways clear.

Shine
Regularly clean the work area. Defects are easier to see in a well-lit and clean environment and a clean workspace is less likely to cause health or safety issues. Clean machines work more efficiently.

Set in Order

Standardize
Standardize means creating a consistent way of implementing the tasks that are performed on a daily basis, including Sort, Set in Order, and Shine. Do the right thing the right way, every time!

Sustain
The benefits of 5S will only be seen if it is maintained in the long term. 5S cannot be another flavor of the month, so effort must be put in to ensure it is sustained until it becomes habit.
A Niu Look on Life

As Veterans, we all go through a great deal and sacrifice so much for the honor to serve our country. Mr. Alphies Rowe is no exception and perhaps has sacrificed even more than most. Mr. Rowe is an 86 year old Vietnam, Korea and China War Veteran. While serving in China, he became a Prisoner of War (POW), where he endured a great deal of torture; causing considerable back injuries. As time passed, the war related injuries he sustained as a POW resulted in immeasurable pain, which prevented him from walking and performing normal activities that we all take for granted. Mr. Rowe enjoys being independent, getting out, and writing, unfortunately the pain in his back caused him to put his life on hold and he would spend many days lying in bed crying because he could not move.

All of that changed for Mr. Rowe when he met with Dr. G, his Primary Care Provider, who referred him to Dr. Niu (sounds like “new”), our Pain Interventionist who works in the Specialty Care Department. “This is a great hospital...she gave me a desire to live,” said Mr. Rowe who is eternally grateful to Dr. Niu and her team. Prior to Dr. Niu, he would spend a great deal of time in a wheelchair and also used a walker to assist him in getting around; some days that was even a challenge. The sheer amount of joy and elation Mr. Rowe portrays every day now that he can actually walk again is awe inspiring. With the ability to walk, with limited assistance, Mr. Rowe plans on finishing his book that has been on hold for many years. This new lease on life is all accredited to the Pain Clinic, with Dr. Nui and her team, which Mr. Rowe attends to help him deal with these issues. Mr. Rowe went on to praise Dr. Mohammadi, who he states is a great doctor. He is especially happy with the pharmacy service for their fast service, great customer service, and respect for Veterans; as Mr. Rowe says, “Dan Neal [Chief of Pharmacy] is one of the greatest supervisors”. Mr. Rowe is an inspiration to all of us that anything is possible. Where he was once in a hopeless situation with pain he is now able to move forward with life and accomplish some long awaited goals.

By Shanon Goodwin
Patient Navigators

The Roseburg Healthcare System is getting ready to roll-out our service level patient advocates, known as the Patient Navigator program.

The objectives of the Navigator program are to:

- Promote outstanding customer service to patients, families, and staff;
- Discern and defuse problems at the service level;
- Resolve patient complaints quickly and effectively; and
- Identify and correct system issues.

What is a Navigator?

Navigators are front line employees or working supervisors who, working within guidelines provided by Service Chiefs and Patient Advocate’s Office, have been trained to offer resolution for Veterans concerns where and when they occur. Navigators are empowered to contact staff in their service and other services to meet the needs of our Veterans.

Navigators can assist Veterans by:

- Listening to concerns;
- Offering options for care;
- Offering information on help available in-house, as well as in the community;
- Directing the Veteran to someone who can assist, if they are unable to do so themselves; and
- Working with nurses, providers, and supervisors by making them aware of issues.

Focusing on helping homeless Veterans and promoting active lifestyles the 7th annual VA2K Walk & Roll event will be held on May 17, 2017 at the Roseburg VA Medical Center starting at 11:00am.

The VA2K event includes a short two kilometer walk (1.24 miles) and the community is invited to participate. The event is free and it is suggested that participants be there 15 minutes prior to the start.

Participants are encouraged to bring a voluntary donation in the form of items such as clothing, toiletries, and blankets. These donations will be collected and distributed to local homeless Veterans. Donations are not required in order to participate.

Nationally, since 2011 donations of these type valued at more than a million dollars has been raised for homeless Veterans. “The VA2K Walk & Roll is one of the ways we encourage our staff to adopt healthy lifestyles. It’s also a great way for them to help homeless Veterans,” said Doug Paxton, Medical Center Director.

Find out more about the VA2K: http://www.publichealth.va.gov/va2k/
Whenever possible, we try to highlight our great employees that get recognized for excellent work; whether by their co-workers, Veterans, or even from outside VA. We recently received this letter from someone at Sacred Heart Medical Center about VA employee Heather Forrester. Below is the reproduced letter.

Carrie Fry, RN
Manager, Emergency Department
Veterans Administration Hospital
913 NW Garden Valley Boulevard
Roseburg, OR 97471

Dear Ms. Fry:

I am a Registered Nurse Care Manager (RNCM) for Palliative Care Services at Sacred Heart Medical Center / RiverBend, in Springfield, OR. On various occasions I have a need to interact with your VA Flow Team staff as it involves planned discharges for veterans who are in our hospital.

I wish to share with you that, in my experience and opinion, you have truly one of the absolute best employees I interact with! Heather Forrester, RN, is a remarkable staff member who apparently reports to you. Without exception, Heather consistently is supremely helpful, knowledgeable, resourceful and demonstrative of EXCELLENT customer service skills!

I was in management with PeaceHealth for many years until two years ago. Since that time I have probably spoken with Heather at least once a month. Without fail she assists in ways that make my job easier and with a thoroughness that inspires great confidence in the information she provides. From my management years I can tell you I treasured employees like Heather---although she is special---who were cheerfully skillful in how they helped others.

I have never met Heather and she does not know I am writing this. She certainly did not request this of me. I simply wanted to let you folks know how blessed you are to have Heather on staff. She is a shining example of what VA quality care looks like. Thank you.

Sincerely

Jeff Baumgart, RN, MS---Care Management Department
RNCM Sacred Heart Medical Center / Riverbend
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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

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

Upcoming Veteran Town Hall Meeting

June 13, 2017
5:00 P.M.—7:00 P.M.
Roseburg VA Medical Center
Building 16, Auditorium
913 NW Garden Valley Blvd
Roseburg, OR 97471

Facebook launched a livestreaming platform known as Facebook Live. You may see the logo around Facebook, on our page, and in our newsletter (see the ad to the left for the upcoming Town Hall). Whenever you see that, you will know that we will be livestreaming.

Accessing the livestream is easy:

1. Use your computer, tablet, or smart phone to access Facebook.
2. Next, go to our Facebook page at the day and time of the Town Hall.
3. Scroll down until you get to our first post, which should be the streaming video.

Tips:

- We create event notices for each Town Hall on our Facebook Page. When you see the event notice, click on “Going” and make sure you set your notification settings to remind you.
- There will always be a moderator at the other end, so if you would like to ask a question, use the chat window on the Live session to write out your question and the moderator will pass it to the speaker to answer.
- If you missed a Town Hall, the Live recording will always be available on our page by clicking on our Videos and looking through the Town Hall playlist.

Have you ever wanted to attend one of our Town Halls, but for some reason you could not? Maybe it is not on a good day and time or you are unable to leave the house.

Roseburg VA Health Care System wants to make sure that anyone who wants to be a part of our Town Hall has the opportunity. In April, we started to livestream all of our Town Hall meetings on our Facebook page. Recently

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