"The only limit to your impact is your imagination and commitment." -- Anthony Robbins

**LTCl zero findings!**

**Congratulations** to the Community Living Center (CLC) Staff who had a successful Long Term Care Institute survey with no clinical findings. This is an amazing achievement, please help us congratulate and celebrate our CLC’s success.

**Lodge Staff**

**Riverhouse Staff**

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**IN THIS ISSUE**

- QUEST Project Update
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- Stand Down 2017
- Employee Spotlight
- Service Spotlight
- Chest Deep
- Pain in the Life
- Helping Honduras
- Catch a Star Winners
- New Employees
- Birthdays
- Project Healing Waters
- Upcoming Events

**Photo Credit:** Shanon Goodwin
<table>
<thead>
<tr>
<th>Project</th>
<th>Goals and Accomplishments</th>
</tr>
</thead>
</table>
| **Committee Structure**                   | Decrease staff hours spent in meetings by 25% by 9/30/16.  
**Finalizing new structure, schedule, training, and documentation.** |
| Jun 2016—(open)                           |                                                                                          |
| **PACT Same Day Access**                  | Improve same day access for primary care patients from 67% to 100% by 12/31/2016.  
**Goal met for same day access.**          |
| Nov 2016—Sep 2017                         |                                                                                          |
| **SATP Programming**                      | Increase utilization of all levels of substance abuse treatment and decrease over-reliance on RRTP.  
**Team testing processes in preparation for new building.** |
| Nov 2016—(open)                           |                                                                                          |
| **PTSD Programming**                      | Increase utilization of all levels of PTSD treatment and decrease in over-reliance on RRTP.  
**Team testing processes in preparation for new building.** |
| Nov 2016—(open)                           |                                                                                          |
| **Admissions**                            | Decrease time from decision to admit to patient’s arrival on the unit by 20% by 4/30/17.  
**Pending final protocols for APU.**        |
| Jan 2017—(open)                           |                                                                                          |
| **Transitional Housing Program**          | Improve transitional to permanent housing, Veteran employment at exit of program, and Veteran non-employed income.  
**Pending final data.**                     |
| Mar 2017—(open)                           |                                                                                          |
| **HUD/VASH Program**                      | Serve all eligible Veterans through an efficient, formalized process to lead to 100% lease up rate by 9/30/17.  
**Increased percentage of chronically homeless in VASH program.** |
| Mar 2017—Aug 2017                         |                                                                                          |
| **HCHV Outreach**                         | Increase engagement of unsheltered to 80% and improve staff morale and patient satisfaction by end of FY2017.  
**Testing changes and gathering data.**     |
| Mar 2017—(open)                           |                                                                                          |
| **Culture of Safety and Respect**         | Improve employees responding to survey and employee satisfaction by 25% by 6/30/17.  
**Finalizing policy revision. Improvement in 3 of 4 metrics.** |
| Mar 2017—(open)                           |                                                                                          |
| **HR Hiring Process**                     | Reduce the time from Position Management Committee (PMC) approval to job posting from 45 days to 12 days by 7/31/17.  
**Average number of days from PMC approval to job posting down 6 days.** |
| Apr 2017—Sep 2017                         |                                                                                          |
| **Supervisor Training**                   | 100% of all new and current supervisors complete training within 1 year to improve the quality of management and supervisor Training.  
**Finalizing implementation (target go-live 10/15/17).** |
| Apr 2017—(open)                           |                                                                                          |
| **Communication Technology**              | Optimize set-up for all main conference rooms for Roseburg VA Health Care System.  
**Met target for optimizing main conference rooms (at least one per site).** |
| May 2017—(open)                           |                                                                                          |
| **Quality Communication**                 | Increase staff knowledge of improvements by 25% by 8/31/17.  
**Pending final data.**                     |
| May 2017—(open)                           |                                                                                          |
| **ACSC Hospitalizations**                 | Decrease hospitalizations for heart failure.  
**Testing changes.**                         |
| Jun 2017—(open)                           |                                                                                          |
| **Med. Rec. (APU/RRTP)**                  | Discharge summary medication list will match the discharge medication list with greater than 90% compliance by September 1, 2017  
**Testing changes.**                        |
| Jun 2017—(open)                           |                                                                                          |
Congratulations to all the staff who participated in facility Lean improvement projects in FY2017!

KAREN ALLDREDGE
TROY ALLEN
ERIN ANDERSON-FORTIER
KATHLEEN BACH
RYAN BAKER
EJ BAKER
SIMONE BALL
BERTA BALLEY
DON BARNHART
STEVEN BENTLEY
DEEANNA BIERMAN
MICHAEL BLANCHARD
STEVEN BLUM
DEAN BONNEY
DAWN BRACKET
JAMES BRANN
DANA BRICE
MATTHEW BRICKA
JULIE BROWN
MICHAEL BROWN
RAYMOND BRUSS
GLENN BURKS
CHRISTY BURSON
BILAL CHAUDHRY
TAHER CHRISTENSEN
MARSHA CLARIC
STEPHANIE CLENDENIN
EVELYN COBLE
CECILIA COOK
PAUL COOK
DONNA CRAWFORD
DAVID CURLAND
CHRIS CURRY
JASON DADO
DANELL DALEY
KATHRYN DALEY
LINDA DALEY
STACIA DAVIS
DELMER DAVIS
GEMA DELOS-DIAZ
KIMBERLY DIABLE
LADONNA DONALDSON
JERROLD DUSHAW
NORA DUVAL
MANI EHTESHAMI

JULIO ESPINA
RAMONETTE FERNANDES
ANDREW FIELMAN
ANTHONY FISCHER
PAUL FLEMING
DIXIE FOWLER
CARRIE FRY
BARBARA GALBRAITH
ERIC GARCIA
SEAN GARDNER
DALE GAUDIO
NORBERT GERONDALE
CURT GERITTSEN
SUSAN GIBBS
ANTHONY GLASSMAN
JAMIE GOBER
SHANON GOODWIN
AMANDA GORDON
BRANDI GORE
MELISSA GREEN
MARGO GUTHRIE
TONYA HALL
SHERRY HAMMETT
REGINA HANEY
SUZANNE HANSLER
ROBERT HARDEN
JONATHAN HARKNESS
TERRA HARLAND
LANE HARRIS
JAMES HAY
DAVID HEAVIRLAND
RYAN HECK
KELLEY HICKMAN
KACI HICKOX
HEATHER HOLSTON
CORY HOOVER
MERRY HORNREICH
PAMELLA HOWARD
JESSICA HUFFMAN
ROSE HUNT
HEATHER HURST
ZACH HURST
LINDA JACOBSEN
CYNTIA JOHNSON
KYANA JONES
VERN JORGENSEN
NICOLE KASAL
CARMEN KENDALL
CARLENE KENNEDY
SANDRA KIDD
MATT KIPP
NICHOLAS LAFFATA
JENNIFER LEWIS
EMILY LEWIS
KEITH LEWIS
JUSTIN LINDSEY
BRENDA LONGBORIA
STEPHANIE LOWRY
JAMES MARCROFT-CLARK
SANDY MARKERT
KARL MARTIN
RICHARD MCKIM
CHARITY MCSPERITT
KELLY MEAD
JENNIFER MEHLHOFF
CHRISTINE MELVIN
JESSIE METCALF
KRISTIN MEYER
JANET MEYER
ROBERT MOFFITT
MARY MONROE
AMANDA MORROW
SHANNON MUNN
PATRICIA MURPHY
GEORGE MURR
MARY NAGY
DANIEL NEAL
BRYAN NESTRIPKE
SEIGRID NIXON
HEATHER NORRIS
JULIE NORTON
SHARON OGLE
DAVID ONESLAGER
MATTHEW PAINTER
NOREEN PALMCOOK
ABBY PARKER
NICHOLAS PASZKIEL
KATHLEEN PATTON
ROCKY PHILLIPS
MARIA PINI
MCKENZIE PITTMAN
LESA POTTER
WENDY POWELL
ROBERTA RAELSON
RATNABALI RANJAN
KARI RHODE
ROSEMARY RICHARDS
AMANDA RIGSBY
JULIE RODGERS
STEPHANIE RODRIGUEZ
KATHARINE ROMAN
MATTHEW ROSENBLUM
ELIZABETH RUEGG
SUSAN RUNDEL
DAN RUPE
BRITTANY RYAN
MARIAN SCHMALTZ
MARIA SCHNAPUTZ
BERNARD SCOTT
LORINDA SCOTT
LINDA SHINN
AUTUMN SHRUM
JAMES SHULFER
ROBERT SKINNER
AUSTIN SLIDE
JANET SOTO
SUSAN STARK
SHAWNA STATZER
BRADFORD STEELE
WILLIAM STELLAR
JAMIE SUMSTINE
SARAH TEETER
STEPHEN THARP
HEIDI THOMPSON
CYNTHIA TOOMEY
MITCH TROTTER
MICHELLE TROXEL
AMANDA UNRAU
CAROLYN WARREN
FLETCHER WATSON
ANDREW WATSON
RICHARD WEBER
RANDY WELNETZ
LESA WHEELER
JASON WILCOX
JASON WILLETT
JANIS WILSON
STEPHANIE WOODRAL
AMBER ZELLER

Thank you
It was early afternoon on a cloudy October day when I had the privilege of sitting down with Alfred Lee Bennett, who has always gone by Lee, to talk about his life and his perceptions of Roseburg VA Hospital. Lee is a soft-spoken, unassuming, 81-year-old gentleman who currently resides in the River House, a transitional care unit at Roseburg VA Medical Center (RVAMC), where he receives hospice care. When I arrived, his room was dimly light, with some window shades pulled down and some not, making for a warm and inviting environment. I interrupted Lee’s Family Feud episode that was playing on a large screen TV at one end of the room, but he didn’t mind and muted the TV. I had barely started to ask him questions when he said, “You going to put me in the paper? Why?” I asked if that was okay with him and he said, “I guess. Ain’t nothing to write about.” I am happy to say, he was mistaken. Lee was born in 1936 in Independence, KS, after his mother and full-blooded Cherokee grandmother fled their home near Ft. Cobb, OK during the Dust Bowl. Lee said, “They left because they couldn’t see nothing. Couldn’t eat. Didn’t have groceries. No water. All you breath is air and dirt. It killed the animals and everything. If they didn’t get out, they died.” Lee stopped then to point out a framed photo near his bed. The sepia-toned photograph was that of his 18-year old beautiful mother, long since passed. It stood next to another framed picture of a handsome young man in uniform, which was Lee back in the day; more on that later. That was only the first hardship in Lee’s young life. At the age of ten, Lee had to quit school in the second grade and go to work in the oil fields, on a roust-a-bout crew cleaning tanks and painting pumps, to help support his family. His father had gotten tangled up in barbed wire while riding a horse; developing gangrene in his leg, which had to be amputated three times, going higher each time. Ten-year-old Lee also got his legal driver’s license, since the vehicles then were all manual and needed two feet to operate. Having gained a work ethic at such a young age, Lee decided to join the Army at the age of 16. He served honorably during the Korean War from 1952 to 1955. Once he was out, he began to drive commercial semi-trucks and didn’t stop driving for 47 years; operating over six million miles with no accidents. Now that’s impressive! He has been driving since he was ten, after all. continued on next page...
...continued from previous page: Veteran Perspective

Living in Klamath Falls, OR, Lee has been a patient of RVAMC for more than 20 years. He came to the River House in August 2017 and will stay here receiving end of life care. When asked how he feels about Roseburg VA he said, “It’s fabulous. The people are super. I don’t know what I’d do without it. It’s a nice place, with nice people and they are really devoted.” He spends his time watching TV or doing puzzles, as evidenced by the unfinished puzzle on a table below the TV. If he could be doing anything else, he said he “would go back to work driving truck, but not long-haul anymore, maybe a local belly-dumper job.

For now, Lee will enjoy the great food they serve and can’t think of anything he would change here. Before I left, Lee said, “This is the greatest place to be in the world. I’d take this over a public hospital. It’s nicer, and the staff bends over backward for you. It’s just excellent.” I tried to get him to tell me who his favorite staff members are, but he said, “There are no favorites. Love them all!”

ROSEBURG VA HEALTH CARE SYSTEM

2017 RVAHCS Stand Down

RVAHCS would like to thank everyone who came to support our Veterans at this years Stand Down, held at our main campus. A total of 195 Veterans were served at the Stand Down, to include 60 homeless Veterans. That is an increase from last year, which saw 105 total Veterans served, to include 38 homeless Veterans.

Community Partners in attendance included: UCAN – our SSVF Partner Douglas County Housing Authority, Department of Human Services, Fish Food Pantry, DHS – Veteran Child Support Services Representative, Legal Aid Services, Neighborworks, Umpqua Worksource, DVOP South, Coast Business Education Council, UCC Veteran Service Officer, DMV, Spectrum Orthotics, ADAPT, Social Security Administration, USDA, Transportation Security Administration, Red Cross, Salvation Army, ODVA Women’s Program, ODVA LBGTQ, HIV Alliance, National Cemetery Services, Vet Center, Tools 4 Vets, Love of Paws, Elks Lodge (Donated a grill, and clothing to the VA, and provided all of the music, food, and beverages for the event.), and Local National Guard Unit.

VA Services that were present and offered information and assistance: Nursing, Dental, Optometry, OIF/OEF/OND, Homeless Program, MST Coordinator, Women’s Health, Suicide Prevention, Vocational Rehab, Community Supported Employment Coordinator, Hospice/Palliative Care, Chaplain Services, and HIV/HEP C Coordinator. Valuable planning and operational support was provided by VA Nursing Leadership, VA Police, FMS, Laundry, Volunteer Services, and IT.

Click here for more photos.

Photo Credit: Shannon Goodwin

OCTOBER 2017
For the past five years, Tom Evans has been a truck driver making deliveries for the Food and Nutrition Service at Roseburg VA Medical Center (RVAMC). Tom was born in New York state but was raised in Grants Pass, OR, where a lot of his family still resides. Before settling in Southern Oregon, Tom spent three years in the Army in the 31V MOS, radio repair and operator. Traveling often with infantry units, he spent time in South Korea on the DMZ, Ft. Rucker, Alabama, and in Honduras.

When Tom joined the VA as a delivery driver, he was hoping it would only be temporary until he could move into an engineering tech position, to utilize his two-year engineering degree. However, Tom has enjoyed his time with Food and Nutrition saying, “It allows me to have one-on-one time with the patients.” The Veterans are always happy to see him, and he goes out of his way to make sure he learns everyone’s first names.

Tom’s philosophy is that our patients are Veterans just like he is, so he treats them like he would like to be treated if he were the patient. That is one of the best things about this VA hospital according to Tom who says, “It is a family-oriented hospital, our Veterans are treated like family.”

Additionally, Tom said his, “co-workers are also like family. Everyone gets along well.” He wanted to recognize Sheila Pettibone and Joe Kicinski in particular for being outstanding supervisors and feels like they should be the role models for all supervisors. His biggest pet peeves about RVAMC is the lack of parking and improper drainage in some areas, both issues that show his engineering background.

Some may know Tom’s wife, Donna, a 20-year Roseburg VA employee and Lead Medical Records Technician. Tom and Donna have been married for seven years and enjoy their eight grandchildren. They recently bought a ski boat and love to take their family to Ben Irving Reservoir. When they aren’t out boating, Tom spends his time being a handy-man, saying he “is very good at everything” he puts his mind to.

Tom and Donna have invested a lot of money into their shared passion for decorating their yard for the holidays. For Halloween this year, they have added a new scary clown that will be holding their candy bowl of mini candy bars. Tom said they are well known in the neighborhood for their great decorations and added, “It is fun for the kids. They love it and come back year after year.”

When it comes to Christmas decorations, we are talking Clark Griswold (from the classic movie National Lampoon’s Christmas Vacation) level of lighting happening. They have had to incorporate special outlets to handle the volume of electricity required for their lights and yard ornaments. So, if you need some holiday spirit, drive by their house off Char Street in Green. Tom says you can’t miss which house is his.
We have all seen the housekeepers working around campus or have moved offices with their assistance, but how much do we really know about them? I recently sat down with Laura Bustos, Housekeeping Aide Supervisor, to find out more about Environmental Management Service (EMS).

EMS is broken up into smaller sections that encompass housekeeping, laundry, interior design, and hazmat and RMW (regulated medical waste) disposal. Most EMS employees work from the Roseburg VA Medical Center (RVAMC) campus, with another handful working at the Eugene Health Care Center (HCC).

**Housekeeping**

Roseburg Campus – Building 58
Eugene Campus – Room 1D201

Housekeepers make up the bulk of the staff in EMS. These folks manage the entire environment inside the hospital and most the other buildings on campus. They focus on cleanliness, disinfecting, functionality, and furniture. Housekeepers are the ones who set up the patient rooms, move and store office furniture, perform specialized cleaning in places such as operating rooms (OR), Gastro-Intestinal Clinic (GI), and sterile processing (SPS) areas, and play a vital role in the cleaning and preparation of new buildings.

Although Eugene HCC is mostly cleaned through contract housekeepers, the critical areas, such as OR, GI, and SPS, are still cleaned by our EMS staff.

**Laundry**

Roseburg Campus – Building 11

Laundry handles all textiles for the hospital. They also take care of all textiles for Eugene HCC and White City’s Southern Oregon Rehabilitation Center and Clinics. The laundry facility recently finished an extensive renovation that included getting all new laundry machines.

**Interior Design**

RVAHCS has not had an interior designer on staff for a while, but they would be responsible for the interior aesthetics of our buildings, to include wayfinding and signage.

**Hazmat & RMW Disposal**

Roseburg Campus – Building 71

This individual, Robert Dacanay – who has over 40 years of Federal service, takes care of pharmaceutical waste, sharps, infectious material, batteries, and other chemicals and hazardous waste, ensuring proper handling and disposal. He also works closely with GEMS (Green Environmental Management System).

**Hours of Operation:** Day shift runs from 7:00am to 3:30pm, seven days a week. Evening shift runs from 3:00pm to 11:30pm, Monday through Friday. However, they have housekeepers on-call outside of regular duty hours, making them available 24 hours a day / 7 day a week / 365 day a year.

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<table>
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<th>Position</th>
<th>Total</th>
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<th>Eugene</th>
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<tr>
<td>Housekeeper</td>
<td>56</td>
<td>49 (36 filled)</td>
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<td>11</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
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<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Hazmat &amp; RMW Disposal</td>
<td>1</td>
<td>1</td>
<td>0</td>
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</table>
By Federal law, all employees hired into EMS must be Veterans, with rare exception. This creates a unique working environment, with comradery like what is found in the armed forces, that other services in the VA may not experience. It is a long-standing rumor that getting a job in EMS is one of the best ways for Veterans to gain employment with the VA because of this policy.

EMS duties cover a wide range of tasks, but they don’t do everything. This is evidenced by the types of requests they get, per Laura, “People think we do everything. They see us around a lot and assume we do it all.” Most often they get confused with Facility Management Service (FMS). Requests for plumbing, fans, electrical, or anything outside will be referred to FMS. The confusion may stem from the fact that EMS used to report under FMS, but were made a separate service earlier this year.

Often times when a housekeeper is assigned to an area, they start to become an integral part of that areas staff and are considered part of their crew. When they are on leave, they are missed, and employees are often sad when their housekeeper leaves or is re-assigned.

The Veterans also appreciate EMS and everything they do. EMS staff really care about our Veterans and care about doing an excellent job. This may be because this is also their health care facility, being Veterans themselves. They can easily put themselves in the shoes of the patient or visitor, which often translates into impeccable work.

Laura has enjoyed the nearly two years that she has worked in this service saying, “The guys are great. I really love working in EMS. I couldn’t ask for better employees.” It should be pointed out that when Laura says “guys” she mostly means it. Laura is one of only two permanent female employees in EMS right now, the other one is Margaret Flagor. Most everyone will tell you, even the other housekeepers, that Margaret is the best housekeeper we have, hands down.

EMS gets positive feedback regularly, says Laura, who adds that inspectors always “remark how clean our facility is.” They recently received a special contribution award for the hard work they put into the grand opening of the new Brookings clinic. And the staff consistently receive Catch a Star forms for the excellent work they individually do.

One thing that Laura would like to see change is the way some people treat our housekeepers. Occasionally, they encounter rude and critical people or feel like they are being looked down upon due to their position. But, like Laura says, “The hospital would not be open without EMS staff doing their jobs.” Next time you them around campus, show your appreciation for all of their hard work.
As the flood waters receded across the city of Houston, TX the evidence was clear that immense help was needed to help the destroyed city recover. On the weekend of August 26th Texas was hit with its most powerful hurricane over 50 years. With over 30 inches of rainfall over 48 hours the city was devastated. As the storm faded into yesterday thousands of residents were left homeless and their lives turned upside down in just a few days. After the storm was gone recovery efforts and aid began almost immediately to deal with the state of emergency.

Carrie Lynn Frye is a Registered Nurse (RN) of seven years and works with the Roseburg VA Health Care System. Just a few short months prior to Hurricane Harvey she signed up for the Disaster Emergency Medical Personnel System (DEMPS) program. This program is the main deployment program for clinical and non-clinical staff to aid in an emergency or disaster. Carrie signed up just in time to step in and provide invaluable support as an Emergency Room Nurse. She has always been interested in humanitarian missions but was never able to do anything in the past, now that the past is behind her she is free to help in any way she can. With an opportunity and critically needed skill set as an Emergency Room trained RN she wanted to help out where many do not have the training to do so.

On August 31st with about forty-five minutes to pack and notify family, Carrie was on a plane to Dallas, TX where she would then be bussed into Houston. She arrived in Houston late in the day on September 1st and was dismayed at the amount of devastation she witnessed through her bus window as they drove through the city. Carrie was more than happy to discover that a hotel had been secured for all first responders which included Nurses, Doctors, National Guard, Coast Guard, Police and Fire Fighters. The hotel was directly across from the convention center which served at the time as a Red Cross Shelter. Weary and tired from the rushed trip Carrie noticed that many of the doors to the hotel were still sand bagged shut.
and there was heavy security around the hotel. A 10 pm curfew was still in place for a few days and all first responders were required to wear arm bands to identify themselves.

The Michaele E. DeBakey VA Medical Center withstood hurricane Harvey and provided much needed aid to a city in great need. Carrie was part of the first DEMPS crews to arrive in the city. With only a half-day orientation on the medical floor then another half-day orientation in the Emergency Room Carrie was assigned a full patient load. Finding herself responsible for four rooms and over average five to seven patients at a time with various medical needs was just the challenge she had been looking for. With first responders and clinics personnel everywhere, it took a great deal of flexibility and adaptability to handle the situations that arose. Carrie stated that they quickly had to identify each person’s strengths and weaknesses to assign them to the appropriate duties.

“It was incredible to see nurses come together from all over the country, have one day of orientation and run a department” Carrie said with a look of awe in her eyes. Knowing one’s limits in the time of an emergency is one of the most important things a person can know along with recognizing when a fellow nurse is needing some help. Carrie went on to say “Teamwork is incredibly important and nurses had to stand up for themselves and be confident in what they can do”. The staff assigning patients to each clinical person had to be understanding of patient loads to include the acuity of each patient. Nurses were empowered to speak up when they truly could not handle more patients and also recognized when they could provide extra help. With a very high learning curve with new processes, locations, staff everyone was willing to step up and just do what needed to be done to take care of every patient who came through the door.

Each day brought new challenges and experiences for Carrie and the rest of the clinical staff. Some patients were brought in with cuffs on and escorted by police while others were rushed in with critical injuries or illnesses. With a humble smile Carrie said that ‘Patients were so thankful that we came to help and were thankful for the relief provided to the staff at the facility’. During her time in the ED the staff who worked with her were surprised to find out that Carrie was an ED Nurse Manager and could work the front lines and handle a full patients load.

It took Carrie some time to readjust to normal life when she returned home on September 14th. Triaging normal tasks took some time and found it hard to unwind after such an experience. Thinking back on the trip it impressed Carrie how much the community pulled together to help out. She laughed about the cultural differences that she experienced such as behaviors and pet names that were a common place in Houston and had to remind herself that she was there to provide support. Carrie is one of the many personnel in the VA who stepped up, put their personal lives aside to care for people in a city far away from the comforts of home. We thank all of the first responders and medical personnel who go the extra mile as Carrie Lynn Frye does everyday.
By: Shanon Goodwin

For many Veterans pain management has been a real thing and, often, a frustrating battle. Finding the balance to effective pain relief without, excessive use of opioids, is a frustrating process. Opioid addiction and the fact that many don’t have lasting results are considerations that way heavily into the process. In 2001, Battlefield Acupuncture was developed by Dr. Richard Niemtzow. He was researched a more efficient and rapid pain relief in auriculotherapy. The Roseburg VA Health Care System revealed this safer method to our veterans on October 11th.

On that same day, I attended a group session for this new Battlefield Acupuncture. The group consisted of four new Veterans to the program and one third time returnee. At the start of the group session, Fletcher Watson, RN, shared with the new Veterans what could be experienced in the session, a little history and some experiences of others. The group of Veterans seemed optimistic yet apprehensive. Fletcher explained that on average, about 80 percent of patients have seen some sort of improved pain relief, though results vary. Benefits of Battlefield Acupuncture have been reported to last from as little as a few days to weeks, or even longer before another session is needed. Participants have reported that this therapy may cause dizziness or a slight sense of euphoria initially.

As the session moved to the actual acupuncture part of the session, participants were able to see first-hand almost immediate results, and just how painless the procedure really was. Since 2011, Ryan has been dealing with horrible back pain due to a service connected injury. He finally had surgery in March of 2017. However, that did not completely fix the issues. As a result, he still lives with the pain. When we spoke, Ryan stated he definitely felt “different,” and the pain was not as intense as before. Ryan and his grandfather, Rene’, who was also in the session are looking forward to getting back out and doing the

continued on next page...
Rene’ was also in the session to seek pain relief. Rene’ was a B26 Bomber operator and was injured several times while on active duty. His back is fused and he cannot turn his neck due to the issues. Rene’, who was once six-feet-tall and proud is now five-feet four inches tall and in constant pain. “My nurse said to try this, and I take a lot of stock in what she says.” His nurse, Dawn Bracken, who was also there to administer the procedure, put in the consult for Rene’ to have Battlefield Acupuncture. With a pain level of about seven when he came in, Rene’ left with it down to around four or five.

“Hoping that this lets me sleep,” said Rene’. Two to three hours a night is not enough sleep. The constant pain has kept him up most nights. As he left he stated that his back feels better but not much on the neck yet. However, he remains hopeful.

“Blessed to have this opportunity,” said Jonathan, who suffered from chronic lower back pain. His partner and he have always loved to dance, but for the last year they have not been able to enjoy their favorite activity due to Jonathan’s pain. When I asked him what he wanted as a result of this procedure, he simply stated “I want to dance every dance.” As the acupuncture session progressed, you could see the changes in his appearance. It was like a heavy weight lifted from his shoulders, and he had hope again. At the start of the session Jonathan had a pain level of six. He was very happy to report when he left that it was now at a two. I asked him what he has planned for the upcoming weekend, since he felt better. He told me he planned to find a place where he can do the Waltz and Two Step.

After four surgeries and extensive scar tissue as a result of so many surgeries, a solution was no longer in sight for John, who has suffered from Sciatic back pain. With such chronic pain, John has had a very difficult time sleeping at night. He has dealt with many other complications as a result, as well.

Normally, a very active person who has enjoyed being able to work in his yard, fish, and camp, the pain is just too much for him to enjoy the things he likes any longer. “It’s been over a year since I have been able to enjoy life,” said John. When he came in, he was at a pain level of six. Remarkably, he left with a level of four. John left the session impressed with the results and made plans to do what he enjoys...live life again.

Sometimes, we just have to “keep coming back for what works.” This is Ed’s philosophy. He is on this...
third round of Battlefield Acupuncture. As he approached his fifth surgery, Ed stated “I hate needles and pain, but this really helps.” Ed enjoys fly fishing, gardening, walking, riding his bike and basically being engaged in anything outdoors. He is grateful for this new process. It has allowed him to enjoy “everything” again. “I’m all loose again. It’s weird how this works,” was the statement Ed gave during the procedure. Ed was clear to mention that many other things in his life have improved as a result a Battlefield Acupuncture. He has slept better, hasn’t consumed as much alcohol, has experienced improved anxiety levels, and his mood has improved.

As I watched each Veteran leave the session with a new bounce in their step, and a smile upon their face, I could not help but think about all of the fun things they had planned now. Their pain was at a tolerable level, so they could once again Fish, hike, camp, hunt, dance, ride a bike and walk. These were just a few of life’s simple pleasures that these Veterans now get to enjoy once again because of Battlefield Acupuncture. A special “thank you” goes out to all of the caring clinical staff who have taken the extra time to get certified in this procedure and provide their services to the Veterans who have needed it the most.

**WHAT IS BATTLEFIELD ACUPUNCTURE?**

Battlefield Acupuncture (BFA) is a form of acupuncture in which needles are placed only on the skin of the ear. It is believed that various functions throughout the body are represented at certain points on the ear. (See picture right). Providers are able to treat health problems all over the body by using needles applied only to the ear, with signs of healing seen on other parts of the body. This type of acupuncture was penned “Battlefield”, as it was first used by American military providers for immediate pain relief for those injured in the field.

BFA uses very small needles which are inserted into the skin of the outer surface of the ear at any of five distinct points. Most patients feel minor discomfort when these needles are placed, but the discomfort will go away in a few short minutes. The needles remain in place for 2-4 days, at which time they will fall out on their own.

**Possible Side Effects**

- Pain at needle site
- Infection
- Nausea
- Lightheaded
- Dazed
- Sleepiness
- Bleeding or bruising
- Dizziness
- Fainting

Battlefield Acupuncture needles look like tiny, gold-colored buttons, as seen above.

Ear acupuncture points
On Saturday, September 23, 2017, a team of 22 World Surgical Foundation (WSF) volunteers landed in San Pedro Sula, Honduras, for a week-long surgical camp. Roseburg VA Health Care Systems own Dr. Dinesh Ranjan was among the team members that consisted of seven surgeons, two anesthesiologists, ten nurses, and three support personnel. The team was joined by a Honduran pediatric surgeon, anesthesiologist, four anesthesiologist techs, and numerous nurses. This team operated up to five ORs at once at the Hospital Fundación Leonardo Martínez V.

The WSF provides charitable surgical health care to the world’s poor and underserved in developing nations, regardless of race, color, religion, or creed. WSF has enhanced health care around the world in countries such as: Ecuador, Ethiopia, Haiti, Honduras, India, the Philippines, and Thailand. Not only does WSF provide surgical services, but they also donate: medical equipment and supplies, pharmaceuticals, physicians and nurses training, and they also adopt hospitals around the world, allowing them to have an impact long after their teams go home. Each WSF volunteer, including Dr. Ranjan, personally pays out-of-pocket for their travel expenses. WSF, through donations, brings along all their supplies, ensuring that the host community does not carry that burden.

Dr. Ranjan was invited to be a part of the WSF team to Honduras based on his expertise in transplant and hepatobiliary surgeries. By Sunday morning, the team was at the hospital, setting up the ORs and PACU (post-anesthesia care unit), while more than 200 patients lined up to wait for their turn to be evaluated by one of the surgeons. Dr. Ranjan was assigned the gallbladder and biliary cases, all with complications of one sort or another that could not be addressed by local surgeons. In all, the team scheduled a total of 140 surgeries for the week; Dr. Ranjan operated on more than 20 of those patients.

It can be difficult to practice medicine when your patients do not understand the language you speak. Luckily, Dr. Ranjan had spent time in Miami for transplant training and picked up a little bit of Spanish. He also memorized a few essential pre- and post-op Spanish terms, so that he could have at least some direct communication.
...continued from previous page: Helping Honduras

with his patients. In a pinch, he also had a group of
Honduran medical students that could translate for
him when his own Spanish failed.

Dr. Ranjan’s patients ranged in age from early 20’s to
an 80-year-old. One compelling case he operated on
was that of a woman who had a massive ovarian
tumor; something local surgeons had not been able
to address. After removing the large tumor, the
woman was 10kg lighter, and she was well on her way
to recovery. Before departing, the surgeons in the
WSF group performed post-op rounds and instructed
local doctors in the future care of their patients.

The trip was Dr. Ranjan’s first experience with WSF,
and he would like to go again sometime saying, “It
was a personally and professionally rewarding
experience – to be able to help patients who couldn’t
get help otherwise.” We know VA doctors are a
particular breed; genuinely concerned for the care of
our Veterans, while they could be elsewhere making
more money, but they are here because they believe
in our mission. Dr. Ranjan is just one example, and we
appreciate his dedication to helping others.

---

**Catch a Star**  
**Winners for September 2017**

**Catch a Star**

*Making the Difference*

**Shining Star: Tobi Basto**  Date: 9-6-17

is receiving this recognition for:

Thank you for staying over and helping out in SSU/PCU!!!

Recognized by: Mary Kirk

**Catch a Star**

*Making the Difference*

**Shining Star: Kelly O’Brien (Machuca)**  Date: 9-1-17

is receiving this recognition for:

Kelly went above and beyond to support Respirator
Fit Testing by:
- sending out electronic medical screening forms to
  employees prior to fit testing
- tracking daily employee completion of medical
  screenings
- standing by to screen employees during fit testing
  via fax

Recognized by: Alaina Ferrall-Finzer

**Catch a Star**

*Making the Difference*

**Shining Star: Ann Laycock**  Date: 9-15-17

is receiving this recognition for:

Thank you for all you do for Audiology! Going the
extra “Mile” for our Vets! You are a huge asset to
our team!

Recognized by: Traci Livering
Please help us welcome the newest employees at Roseburg VA Health Care System!

Christine Wandishin
MST
SPS—Roseburg

Mitchell Elder
MSA
HAS—Eugene

Jimmy O’Donnell
Mail Clerk
Logistics—Eugene

Lindy Gomez
Nurse Practitioner
Ambulatory Care

William Prunty
Optometrist
Surgical—Eugene

Fortunato Donato
LPN
Mental Health

Jeffrey Nelson
General Engineer
FMS—Roseburg

Daniel Mead
MSA
HAS—Eugene

Cynthia Palmer
MSA
HAS—Roseburg

Kirk Kennedy
Housekeeper
EMS—Roseburg

Glenn Higgs
Housekeeper
EMS—Roseburg

Julie Austin
RN
CLC—Roseburg

Dixie Williams
Infection Prevention
QM—Roseburg

Christina Rhea
RN
5M—Roseburg

Justin Wilde
MSA
HAS—Eugene
The Bureau of Land Management (BLM) has released a magazine called “Connecting People to Their Public Lands”. It features an article on page 33 about a program for local Roseburg Veterans called Project Healing Waters. The local chapter was started by Jeff McEnroe, a BLM fish biologist, and his wife Abby McEnroe, a nurse at Roseburg VA Medical Center.

The fly fishing program is used as a form of therapy for those suffering from PTSD.

Click here to read more.
Upcoming Events

<table>
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<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Oct 27</td>
<td>11am-1pm</td>
<td>Quest Fall Celebration—Eugene HCC</td>
<td>Eugene HCC, Rm 2J700</td>
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<tr>
<td>Oct 27</td>
<td>3pm-4pm</td>
<td>Quest Fall Celebration—Eugene BHRRS</td>
<td>Eugene BHRRS, upstairs hall</td>
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<tr>
<td>Oct 27</td>
<td>10am-2pm</td>
<td>Quest Fall Celebration—Roseburg</td>
<td>Roseburg, Bldg 16, Auditorium</td>
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<tr>
<td>Nov 8</td>
<td>2pm-4pm</td>
<td>Lioness Film Showing</td>
<td>Roseburg, Bldg 16, Auditorium</td>
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<tr>
<td>Nov 9</td>
<td>2pm-3pm</td>
<td>Marine Corps Birthday</td>
<td>Roseburg, Bldg 16, Auditorium</td>
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<tr>
<td>Nov 10</td>
<td>10am</td>
<td>Women Veterans Memorial Dedication</td>
<td>Springfield Memorial Plaza</td>
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<tr>
<td>Nov 11</td>
<td>11am</td>
<td>Roseburg’s Veterans Day Parade</td>
<td>Downtown Roseburg</td>
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For more event information, please click here.

Upcoming Veteran Town Hall Meetings

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Time</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>BROOKINGS</td>
<td>November 15, 2017</td>
<td>5:00 P.M.—7:00 P.M.</td>
<td>Brookings VA Clinic 840 Railroad St Brookings, OR 97415</td>
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<tr>
<td>NORTH BEND</td>
<td>November 16, 2017</td>
<td>5:00 P.M.—7:00 P.M.</td>
<td>North Bend VA Clinic 2191 Marion Ave North Bend, OR 97459</td>
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<td>ROSEBURG</td>
<td>December 12, 2017</td>
<td>5:00 P.M.—7:00 P.M.</td>
<td>Roseburg—Bldg 16, Auditorium 913 Garden Valley Blvd Roseburg, OR 97471</td>
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Upcoming All Employee Meetings

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<tr>
<th>Location</th>
<th>Date</th>
<th>Time</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>BROOKINGS</td>
<td>November 15, 2017</td>
<td>1:00 pm</td>
<td>Brookings VA Clinic</td>
</tr>
<tr>
<td>NORTH BEND</td>
<td>November 16, 2017</td>
<td>1:00 pm</td>
<td>North Bend VA Clinic</td>
</tr>
<tr>
<td>ROSEBURG</td>
<td>December 12, 2017</td>
<td>7:30 am, 12:00 pm &amp; 3:30 pm</td>
<td>Building 16, Auditorium</td>
</tr>
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</table>

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

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