We don’t talk about VA Voices

By Shanon Goodwin

VA Voices celebrated its eighth graduating class on January 5, 2018. If you have already been through VA Voices, you will know there is one rule: “We don’t talk about VA Voices”. I’m going to bend that rule just a little here.

Since June 2017, 180 Roseburg VA Health Care System employees have completed this mysterious training program. Of those, 26 want to come back to be a circle leader and 16 have already received additional training to be circle leaders.

VA Voices is not your typical training program. Once you’ve complete it, you will understand why more and more staff are requesting to go to this training. “The greatest success of VA Voices”, says trainer Austin Slate, “is showing staff something completely different and connecting them with the mission, the values, and each other.”

Towards the end of the final day in VA Voices, it is common to hear comments such as, “I was really surprised.”, “I didn’t know what to expect.”, and “It’s not what I thought it was going to be.” There are a lot of smiles, and sometimes tears of joy, but there is no doubt that each person who attends VA Voices leaves with a sense of accomplishment and belonging.

Are you ready to be a part of this new VA club? Can you keep a secret? Come find a VA Voices graduate and find out when and where the next class will be held.
<table>
<thead>
<tr>
<th>Project</th>
<th>Goals and Accomplishments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Committee Structure</strong></td>
<td>Decrease staff hours spent in meetings by 25% by 9/30/16.</td>
</tr>
<tr>
<td>Jun 2016—Dec 2017</td>
<td><em>Decreased staff hours in facility-wide meetings by 29%.</em></td>
</tr>
<tr>
<td><strong>“Look in the Mirror”</strong></td>
<td>Encourage employees to self-reflect and exemplify ICARE values.</td>
</tr>
<tr>
<td>Program Just-Do-It</td>
<td><em>Pending roll-out to all sites.</em></td>
</tr>
<tr>
<td>Feb 2018—(open)</td>
<td></td>
</tr>
<tr>
<td><strong>HCHV Outreach</strong></td>
<td>Increase engagement of unsheltered to 80% and improve staff morale and patient satisfaction by end of FY2017.</td>
</tr>
<tr>
<td>Mar 2017—Dec 2017</td>
<td><em>Increased engagement by unsheltered (116.72%) &amp; exit to housing (84.62%).</em></td>
</tr>
<tr>
<td><strong>Culture of Safety and Respect</strong></td>
<td>Improve survey response and satisfaction by 25% by 6/30/17.</td>
</tr>
<tr>
<td><strong>Award/Recognition Program Just-Do-It</strong></td>
<td>Bring program into alignment with national guidance.</td>
</tr>
<tr>
<td>April 18—(open)</td>
<td><em>New Committee formed and pending completion of first meeting.</em></td>
</tr>
<tr>
<td><strong>Supervisor Training</strong></td>
<td>100% of all new and current supervisors complete training within 1 year to improve the quality of management and supervisor Training.</td>
</tr>
<tr>
<td>Apr 2017—(open)</td>
<td><em>Finalizing implementation (target go-live deferred to 2018).</em></td>
</tr>
<tr>
<td><strong>Communication Technology</strong></td>
<td>Optimize set-up for all main conference rooms.</td>
</tr>
<tr>
<td>May 2017—(open)</td>
<td>Team finalizing equipment proposal. Met target for main conference rooms.</td>
</tr>
<tr>
<td><strong>ACSC Hospitalizations</strong></td>
<td>Decrease hospitalizations for heart failure.</td>
</tr>
<tr>
<td>Jun 2017—Dec 2017</td>
<td><em>Decreased hospitalizations for heart failure by 20%.</em></td>
</tr>
<tr>
<td><strong>Med. Rec. (APU/RRTP)</strong></td>
<td>Discharge summary medication list will match the discharge medication list with greater than 90% compliance by 9-1-17.</td>
</tr>
<tr>
<td>Jun 2017—(open)</td>
<td><em>Testing changes.</em></td>
</tr>
<tr>
<td><strong>Telephone Directory Just-Do-It</strong></td>
<td>Create and maintain searchable phone directory to improve communications.</td>
</tr>
<tr>
<td>July 2017—(open)</td>
<td><em>Correcting current information so new process can be implemented.</em></td>
</tr>
<tr>
<td><strong>Just Culture</strong></td>
<td>Increase near miss reporting for patient safety to 20% by Nov 1, 2017.</td>
</tr>
<tr>
<td>Sep 2017—(open)</td>
<td><em>Finalizing completion plan.</em></td>
</tr>
<tr>
<td><strong>Nutrition Direct Scheduling</strong></td>
<td>Decrease wait time for new patient and no-show rates by 20%.</td>
</tr>
<tr>
<td>Nov 2017—(open)</td>
<td><em>Changes in process.</em></td>
</tr>
</tbody>
</table>
What is Just Culture?

A just culture focuses on identifying and addressing systems issues that lead individuals to engage in unsafe behaviors, while maintaining individual accountability by establishing zero tolerance for reckless behavior.

We must be under **Constant Surveillance for Patient Safety**; always improving our systems to promote patient safety.

**Balanced Accountability** between individual choices and behaviors, as well as the organization’s responsibility to take action to improve systems according to evidence-based practice.

**A Learning Culture** promotes learning from errors. We must not blame individuals for system failures, but we must learn from our mistakes and reward individuals for reporting safety concerns.

**A Safety Culture** depends on an environment of psychological safety, in which reporting incidents fosters rapid process improvements, which in turn fosters trust in leadership and reporting.

**A Value-Based Culture** where Veteran safety is our number one priority and maintaining the mission of providing high-quality care for our nation’s heroes.
Disaster Emergency Medical Personnel System (DEMPs)

This last year our healthcare system had the great honor of allowing some of it’s finest staff to take some time away and support emergency needs from Washington DC, Houston Texas, and Puerto Rico.

<table>
<thead>
<tr>
<th>Last</th>
<th>First</th>
<th>Profession</th>
<th>Departure</th>
<th>Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alldredge</td>
<td>Karen</td>
<td>Doctor</td>
<td>July 2</td>
<td>DC—Police Memorial</td>
</tr>
<tr>
<td>Fry</td>
<td>Carrie</td>
<td>Critical Care Nurse</td>
<td>Sept</td>
<td>Houston VAMC</td>
</tr>
<tr>
<td>Watson</td>
<td>Andrew</td>
<td>Electrician</td>
<td>14-Nov</td>
<td>Puerto Rico VAMC</td>
</tr>
<tr>
<td>Binford</td>
<td>Ryan</td>
<td>Environmental/ Housekeeping</td>
<td>3-Oct</td>
<td>Puerto Rico FMS</td>
</tr>
<tr>
<td>Huston</td>
<td>Mary</td>
<td>LPN</td>
<td>26-Oct</td>
<td>Puerto Rico VAMC #3</td>
</tr>
<tr>
<td>Yancy</td>
<td>Devin</td>
<td>Nursing Assistant</td>
<td>26-Oct</td>
<td>Puerto Rico FMS # 3</td>
</tr>
<tr>
<td>Ruede</td>
<td>Katherine</td>
<td>RN</td>
<td>5-Nov</td>
<td>Puerto Rico FMS # 4</td>
</tr>
<tr>
<td>Busey</td>
<td>Benjamin</td>
<td>RN, Med/Surg</td>
<td>2-Oct</td>
<td>Puerto Rico FMS</td>
</tr>
<tr>
<td>Kaney</td>
<td>Dayna</td>
<td>RN, Med/Surg</td>
<td>4-Oct</td>
<td>Puerto Rico FMS</td>
</tr>
<tr>
<td>Combs</td>
<td>Amber</td>
<td>RN-ED</td>
<td>3-Nov</td>
<td>Puerto Rico VAMC # 4</td>
</tr>
</tbody>
</table>
Healthy Teaching Kitchen

By Jessica Kovarik

Get cooking! That is what the Veteran Health and Wellness Team promotes to Veterans in Healthy Teaching Kitchen (HTK). HTK encourages Veterans to prepare more home cooked meals with this six-class series designed to teach Veterans to cook and eat healthy on a budget. By using easy-to-prepare recipes that model the healthy eating and lifestyle promoted in all Veteran Health and Wellness Programs offered at Roseburg VA Health Care System, HTK gets Veterans cooking.

Topics covered in HTK include grocery shopping, food safety, basic kitchen tools and measuring, knife skills, and the healthy plate method. There are no pre-requirements or diagnosis requirements for enrollment into this program, as HTK is designed to be a stand-alone health education program. Each Veteran receives a cookbook at the beginning of the program, which includes all the recipes and handouts used in the series classes. All HTK sessions include times for discussion, classroom-based learning, and hands-on experience to teach home cooking skills that increase Veterans’ comfort and skills in the kitchen, leading to more home-food preparation. The classes feature recipes that are selected to reinforce weekly class topics. Veterans prepare the recipes during class, putting into practice information learned during the class. This also gives them the opportunity to taste test the recipes. For instance, the session about food safety includes yogurt parfait and layered dip recipes to demonstrate food safety skills such as proper handwashing techniques, maintaining proper food storage temperatures, and preventing cross-contamination. The cookbook given to class participants, reinforces these food safety topics by including a food temperature storage chart, a food safety quiz, and discussions about common foodborne pathogens.

Veteran feedback has been positive, no matter their prior cooking experience; one Veteran used dry measuring cups for the first time during HTK classes. Other Veterans share they have learned a lot about food safety, even though they have been cooking for decades. The HTK post-class evaluations support the stories Veterans share. For example, Veterans feel more confident incorporating fruits and vegetables into their diets after HTK and also report feeling more capable of making themselves food that is healthier.

Classes are currently offered in Roseburg on Wednesdays from 1:00pm-3:00pm and in Eugene on Fridays from 1:30pm-3:30pm. Class sizes are limited and start dates vary at each site. Call the Veteran Health and Wellness Team to learn how to sign up and to find out when the next class is starting near you.

Health and Wellness Team
541-440-1000 ext. 45755
Three behaviors that lead to error:

Human Error       At Risk Behavior       Recklessness

PREVENT SLIPS, TRIPS, AND FALLS
IF YOU NOTICE A HAZARD, ACT.

BULlying
ROSEBURG VA HEALTH CARE SYSTEM

January Birthdays

Manuel Annear
Barbara Arnold
Nedra Arrowood-Ingram
Eli Baker
Shirley Belloni
Ryan Binford
Christopher Bonney
Karen Boswell
Tammy Bousquet
Brittney Brock
Glenn Burks
Jennifer Chastain
Stefanie Coffey
Misty Coffie
Kara Coffland
Ellen Colebut
Michael Coon
Chelsea Culver
David Curland
Robert Decker
Kayli Dewalt

Deborah Dickinson
David Dimarco
Margaret Ellenwood
Ashley Feland
Genoa Ferguson
Janet Foote
Daniel Ford
Mitchell Galusha
Dale Gaudio
David Gawne
Norbert Gerondale
Inchul Har
Adele Harris
Lane Harris
Patricia Hedges
Sean Heyenga
Kaci Hickox
Janet Hinds
Barbara Jacobson
Ian Johnson
Athena Johnson

Lisann Leyva
Honalee Lincoln
Justin Lindsey
Shea Luedke
Christin Maks
David McIntyre
Chelsea Meals
Michelle Melvin
John Mendenhall
Jennifer Metheny
Selena Michael
Robin Miller
Treva Moss
David Oneslager
Shere Osullivan
Daniel Palmcook
Abby Parker
Brenna Patrick
Sheila Pettibone
Sheri Phillips
John Phillips
Carol Pool
Michelle Rater
Tara Reed-Doudna
Valarie Silva-Horta
David Smith
Thomas Sodders
Kelly Southern
Mary Starns
Sherrie Steller
Cynthia Stoddard
Sharon Stubbs
Rodney Thomson
Kimberly Turner
Christopher Walker
Sarah Walker
Samantha Walter
Katherine Ward
Shannon Wilcox
Jonathan Williams
April Wood
Christopher Young
December 2017 Winners

James Lugan

James is a rockstar! He has covered for my time off, and has kept my department in perfect shape, has all the RTCs and consults done. Multiple times I have came to a clean start returning from leave. THANK YOU JAMES!

Recognized by: Rob Kinney

Stephanie Salas

Being a team player and jumping from one role to another throughout this last week without complaint. Thank you Stephanie for filling in where needed and being such a great team player.

Recognized by: Tina Phillips

Nedra Arrowood-Ingram

Nedra is a superstar, she has come in early and stayed late to make sure all performance appraisals were scanned and completed before December! On top of her normal duties and tasks! I don't know how you do it, but you are amazing!

Recognized by: Brenna Patrick
BLUE ZONES PROJECT – UMPQUA

The secret to living longer and better can be found in the simple things we all do every day, like the foods we eat, the company we keep, how we move and our overall outlook on life. A new, community-led well-being initiative is helping people right here in the Umpqua Valley work together to turn the settings where we spend most of our time into places where we can easily walk and bike outdoors, find more healthy food options, live a more purposeful life, and build more connections with one another. Blue Zones Project is designed to unite communities behind a common goal: transforming environments so there are more ways to make healthy choices easier.

Blue Zones Project best practices are Inspired by the five areas in the world considered to be longevity hot spots, or Blue Zones, where people live to the age of 100 about 10 times more than we do here, with a fraction of the chronic illness. Currently, 42 communities in nine states have joined Blue Zones Project, impacting more than 2.2 million Americans nationwide. Umpqua is now one of four participating communities in Oregon. As the Umpqua Valley has a long track record of individuals and organizations working to create opportunities for community members to live healthy, happy, and productive lives, Blue Zones Project’s approach is to amplify this kind of work by helping to build connections, bring more person-power to wellness-related issues, and provide expertise and programmatic resources to the area all to make our community an even better place to live, work, learn and play.

To learn more search for: Blue Zones Project Umpqua

Umpqua Community Veg Education Group

For over seven years, UC-VEG has offered free resources to improve the overall well-being of the community. Programs include the Total Health Improvement Program is a 12 week, evidence-based, disease prevention and reversal series that uses lifestyle medicine to address leading causes of death in the U.S. as well as cooking classes, shopping tours, potlucks, and movie nights. Programs cover the leading causes of death in the U.S. including heart disease, diabetes, obesity, and other chronic illnesses, as well as how to view and manage stress and vulnerability, mindfulness, avoiding toxins and chemicals, "moving naturally" or incorporating more exercise into the daily experience, and practical strategies for lasting happiness, all in a socially supportive atmosphere.

UC-VEG is a non-profit effort to support those who are interested in living a healthy lifestyle for greater vibrancy, longevity and long-term happiness through simple behavioral changes. UC-VEG offers educational events to the public as a community service with practical strategies to enhance personal health on all levels while contributing towards a healthier community and a more environmentally sustainable society.

Information on this page was provided by John Dimof, Organization Lead at BZP-Umpqua
### Upcoming Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 18</td>
<td>12:00 pm</td>
<td>Quarterly Remembrance Ceremony</td>
<td>RVAMC*, Bldg 16, Auditorium</td>
</tr>
<tr>
<td>Jan 18</td>
<td>5:00 pm</td>
<td>Veteran Death Benefit Seminar</td>
<td>RVAMC*, Bldg 16, Auditorium</td>
</tr>
<tr>
<td>Feb 15</td>
<td>1:00 pm</td>
<td>Honor Service</td>
<td>VA Roseburg Cemetery</td>
</tr>
</tbody>
</table>

*RVAMC: Roseburg VA Medical Center located at 913 NW Garden Valley Blvd, Roseburg, OR

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### 2018 Avenue of Flags

The Avenue of Flags will be set up on the following days this year:

- **Memorial Day**—May 28, 2018
- **Flag Day**—June 14, 2018
- **Independence Day**—July 4, 2018
- **Patriot Day**—September 11, 2018
- **POW/MIA Recognition Day**—September 21, 2018
- **Veterans Day**—November 11, 2018

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**Questions / Comments / Article Submission / Ideas / Etc.**

Email to: VHAROS-PublicAffairs@va.gov

**RVAHCS Events—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 Health Care System".