The new Brookings VA Clinic is just over 7,000 sq. ft., to serve the approximately 1,500 Veterans in the area. The large waiting room has oversized windows to let in lots of natural light, giving it a cheerful feeling. Improvements to the staff pod area and the exam room flow, will make the clinic more efficient and effective. Stop in next time you are in the area and check it out, we’re pretty proud of it and can’t wait to serve our Veterans here.

To see more photos from the ribbon cutting, click here.

Photo Credit: Shanon Goodwin
## QUEST Project Updates

<table>
<thead>
<tr>
<th>Project</th>
<th>Goals or Accomplishment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Committee Structure</strong></td>
<td>Decrease staff hours spent in meetings by 25% by 9/30/16. Finalizing new structure, schedule, training, and documentation.</td>
</tr>
<tr>
<td><strong>Clinic Build</strong></td>
<td>Decrease time to complete clinic build from 30 days to 5 days by 9/30/17. Goal met in December 2016.</td>
</tr>
<tr>
<td><strong>Discharge</strong></td>
<td>Improve inpatient SAIL metrics to national average or better by 12/31/16. Met, or improved, 3 of 5 metrics.</td>
</tr>
<tr>
<td><strong>PACT Same Day Access</strong></td>
<td>Improve same day access for primary care patients from 67% to 100% by 12/31/16. Goal not met. Team implementing new processes.</td>
</tr>
<tr>
<td><strong>SATP Programming</strong></td>
<td>Increase utilization of all levels of substance abuse treatment and decrease over-reliance on RRTP. Team testing processes in preparation for new building.</td>
</tr>
<tr>
<td><strong>PTSD Programming</strong></td>
<td>Increase utilization of all levels of PTSD treatment and decrease in over-reliance on RRTP. Team testing processes in preparation for new building.</td>
</tr>
<tr>
<td><strong>Admissions</strong></td>
<td>Decrease time from decision to admit to patient’s arrival on the unit by 20% by 4/30/17. Pending final protocols for APU.</td>
</tr>
<tr>
<td><strong>ED Cat. 5 Patients</strong></td>
<td>Decrease category 5 (very low acuity) patients seen in the ED by 50% by 6/1/17. Decrease 47%!</td>
</tr>
<tr>
<td><strong>Transitional Housing Program</strong></td>
<td>Improve transitional to permanent housing, Veteran employment at exit of program, and Veteran non-employed income. Pending education to community providers.</td>
</tr>
<tr>
<td><strong>HUD/VASH Program</strong></td>
<td>Serve all eligible Veterans through an efficient, formalized process to lead to 100% lease up rate by 9/30/17. Changes made — monitoring progress.</td>
</tr>
<tr>
<td><strong>Culture of Safety and Respect</strong></td>
<td>Improve employees responding to survey and employee satisfaction by 25% by 6/30/17. Finalizing processes and policy.</td>
</tr>
<tr>
<td><strong>HR Hiring Process</strong></td>
<td>Reduce the time from Position Management Committee (PMC) approval to job posting from 45 days to 12 days by 7/31/17. Finalizing processes and policy.</td>
</tr>
<tr>
<td><strong>Communication Technology</strong></td>
<td>Optimize set-up for all main conference rooms for Roseburg VA Health Care System. Team finalizing equipment proposal.</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>Project</td>
<td>Goals or Accomplishment</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Quality Communication</td>
<td>Increase staff knowledge of improvements by 25% by 8/31/17. Changes finalized. Tracking data.</td>
</tr>
<tr>
<td>May 2017—(open)</td>
<td></td>
</tr>
<tr>
<td>ACSC Hospitalizations</td>
<td>Decrease hospitalizations for heart failure. Finalizing measures and changes.</td>
</tr>
<tr>
<td>Jun 2017—(open)</td>
<td></td>
</tr>
<tr>
<td>Med. Rec. (APU/RRTP)</td>
<td>Discharge summary medication list will match the discharge medication list with greater than 90% compliance by September 1, 2017</td>
</tr>
<tr>
<td>Jun 2017—(open)</td>
<td></td>
</tr>
</tbody>
</table>
Ron had nothing but good things to say about the program, new building, and staff. He stated a few times, “The staff are incredible, very sincere, and care about us, which allows us to open up more”. With a more conducive healing environment, he feels very optimistic that this will be his last time utilizing the program and can finally move forward with his life.

The new building features improved classrooms, which he enjoys a great deal, along with the dayrooms and community lounge areas. As we started our conversation Ron was in the cafeteria enjoying a snack and was quick to express his gratitude for the much nicer cafeteria stating, “The food is great, always on time, and always hot”.

Ron is not entirely without frustration though. It is challenging to get into the program and you have to go through your Primary Care Physician to get a referral. He also noted that it would be better to have a detox program here also. His last complaint was, “It really pisses me off to hear about people complaining when we get such great care.” After that, Ron’s smile came back and he played his guitar a bit more as he looked forward to his next class.
Ray Fanugao has been on the RVAHCS house cleaning team for 21 years. He started in August 1996, and will be retiring this October. Ray was born in Manila, Philippines in 1964, and lived there until his family moved to San Diego when he was 14. He has not been back to his homeland since 1975.

By 1971, Ray had joined the Marines, but switched over to the Coast Guard in 1975, remaining with them until he retired in 1991. While in the Coast Guard, he had been stationed in Florence and lived in Reedsport until 1996, when his family moved to Sutherlin. After 20 years in the Sutherlin house, they sold it and bought a new house in Winchester, that has an in-ground heated pool and jacuzzi.

Ray plans to chill out for the first month of his retirement, then he’ll start to tackle the long list of honey-do projects. He and his wife plan to stay in the Roseburg area, to stay close to his four grandkids (ages 1 ½ to 17) who love to come over and swim in their pool and jacuzzi, no matter what time of year it is.

When asked about his housekeeping job Ray said, “[Environmental Management Service (EMS)] is too busy moving people from office to office these days to do all the little-detailed things we used to do.”, adding that it is, “Time for me to exit.” Ray is very well known around the RVAHCS campus because of the great work he has done. He’s a perfectionist and says his detail oriented mindset makes him a great employee.

As with many, it is difficult for Ray to take days off from the job, because he must play catch up when he returns. It is a problem for him because no one is as thorough as he is and he doesn’t think they are trained to be anymore. Ray fondly recalls a book they used to get when they were being trained, that explained how to do every task, in detail. He wishes that this could be brought back because he feels that is what made all the people that came in around the same time as him into great workers.

Once he is retired, he says he will miss his fellow employees and the Veterans the most. Co-workers will be missed because he feels that our employees, “treat each other like brothers and sisters” and he will miss the comradery. Ray will also miss helping the Veterans. He always carries around WD-40 and a small tool box on his cart, so that he can do quick fix-ups on wheelchairs that are squeaky or need a bolt tightened.

Ray is a great example of an exemplary employee. He takes pride in everything he does, has a positive attitude, and has made himself indispensable to his fellow employees and Veterans that come to our campus.

Best wishes Ray, we will miss you.
New Employee Swearing In

On their first day on the job, all Federal employees hold up their right hands and take an oath of office to bear truth, faith, and allegiance to the United States. This oath underscores that working for the Federal government requires a unique level of public service and dedication and it has been our experience that federal employees routinely live up to and exceed those high expectations.

First Annual RVAHCS Softball Tournament

To see additional photos from the tournament, click here.
Please help us welcome our newest employees at RVAHCS

Katherine Ruede
Nurse
Operative Care—Eug

Sarah Davenport
Food Service Worker
Food & Nutrition

Joseph Opanel
Housekeeper
EMS

Richard Irving
Medical Tech.
Lab & Pathology

Kenneth Wooldridge
Inventory Mngmt
Logistics

Lucas Moyer
Medical Supply Tech
SPS—Eugene

Katie Kelly
Social Worker
Mental Health

Chance Johnson
Housekeeper
EMS

DeAnne Stanberry
Nurse
Primary Care

Kenneth Wooldridge
Inventory Mngmt
Logistics

Angela Morris
Nurse Practitioner
Ambulatory Care—Eug

Kelly Newman
Admin. Assistant
Mental Health

Hope Clifton
Advanced MSA
Primary Care—Eug

Sarah Walker
RN
Emergency

Uranus Lloyd
Food Service Worker
Food & Nutrition

Chance Johnson
Housekeeper
EMS

Sarah Davenport
Food Service Worker
Food & Nutrition

Joseph Opanel
Housekeeper
EMS

DeAnne Stanberry
Nurse
Primary Care

Chance Johnson
Housekeeper
EMS

Angela Morris
Nurse Practitioner
Ambulatory Care—Eug

Sarah Walker
RN
Emergency

Uranus Lloyd
Food Service Worker
Food & Nutrition

Joanna Moss
Psychologist
Mental Health

Tammy Rouse
Advanced MSA
Primary Care

Cheryl Scholl
Nuclear Med. Tech.
Radiology

Nicholas Bates
Police Office
Police

Please help us welcome our newest employees at RVAHCS
Therapy can come in many different packages. RVAHCS will soon have a Healthy Living Veteran’s Garden that will cultivate a variety of fruits and vegetables. The garden is currently under construction on the west end of building 2. It will feature 350+ sq. ft. of raised beds with 4 ft. wide paved, covered walkways. The wide walkways make it possible to create opportunities for Veterans who use assistive devices to access the garden and participate in gardening activities.

Therapeutic gardening and horticulture have demonstrated a wide variety of evidence based therapeutic value, particularly for those living with mental health conditions and challenges. There is a growing body of supportive evidence that the well documented health benefits of gardening apply to our nation’s Veteran population as well.

Several programs have joined forces to make this happen: Healthy Teaching Kitchen, MOVE!, Substance Abuse and PTSD programs, and the Healthy Living Garden Group. The group is also working closely with Voluntary and Fiscal Services in a plan to give excess produce, cultivated from the garden, as a donation to the Roseburg VA Farm Stand. Veterans in the group have expressed that they would like the extra produce to be available to Veterans who may not have the means or access to healthy food options. VA employees will also be encouraged to enjoy the produce from the farm stand and make a donation. All donations received will go back into the program to help cover the costs of seeds, starts, repairs, and special ergonomic garden tools for those with physical limitations. We want to make sure that everyone who wants to be involved, can be.

The program could use some help getting the garden completed and ready to plant. Individuals or groups, such as Veterans groups or boy scouts, interested in volunteering their time and energy to help, can contact Fletcher Watson at 541-440-1000 extension 45307 or fletcher.watson@va.gov.

See more photos and follow their progress by clicking here.
Volunteers are trained in the importance of ethics and confidentiality, professional behavior, appearance, proper patient interaction, universal precautions, infection control, fire safety, information privacy, and cyber security. Unit and area specific training is also provided for each placement. Many volunteers are cross-trained in several areas of the medical center.

Volunteers also provide a wide range of supplemental support and financial assistance to programs for our Veterans throughout the year.

RVAHCS would not be able to provide many of the services for our Veterans if it were not for the generosity of people in the community; the Veterans service organizations, fraternal organizations, and businesses. Donations of cash and materials supplement the operating budget of the facility.

One of the most precious and generous gifts is one’s time. VAVS has many positions in our facility that are waiting to be filled by individuals or groups that are willing and able to give of themselves. If you know of anyone that is interested in serving our nation’s heroes as a VA volunteer, please have them contact the Voluntary Service Office at 541-440-1000, extension 44350.

Our Voluntary Service Team

James Shulfer, Voluntary Service Chief
Roseburg VAMC

Brenda Schiller, Voluntary Service Assistant
Roseburg VAMC

Jeffrey Andrysiak, Voluntary Service Assistant
Eugene VA Health Care Center
Happy Birthday!

Karen Alldredge
Eunice Allison-Quick
Dennis Archer
Ramona Bartlett
Michelle Beaumont
Sarah Becker
Jean Best
Deeanna Bierman
Steven Blum
Joseph Bradford
Michael Brown
Kim Burnham
Debbie Carr
Wen Chen
Marsha Claric
Wayne Cook
Ilene Crandall
Chris Curry
Soheyla Dante
Chris David
Carolyn Delaney
Pauline Douthitt
Elizabeth Engbarth
Randy Feldman
Robert Ferraro
Robert Ford
Ronald Frazier
Jessi Gandolfi
Shanon Goodwin
Linette Hagar
Jesse Hand
Scottrina Hillard
Merry Hornreich
Carrey Hyde
Demar Inman
Linda Jacobsen
James Johansen
Cynthia Johnson
Jeremiah Johnson
Julie Justus
Nicholas Lafata
Amanda Leslie
Catrina Main
Aaron Martin
Rebekah Matthews
Richard Mcclure
Daniel Mcdonald
Malcolm Mcgregor
Mary Mckain
Tricia-Flora McMillen
Charity Mc speritt
Jennifer Mehlhoff
Janet Meyer
Kristine Mills
Andrew Mills
Jeffrey Newcome
Emily Noonan
Lawrence Norris
Miclee Ott
Andree Pacheco
Noreen Palmcook
Michael Perez
Maria Pini
Rebecca Podhora
Christopher Pope
Susan Raia
Fredrick Richardson
Jimmie Rodriguez
Patricia Rowe
Susan Rundle
Brittany Ryan
Erika Schiermeister-Collier
Leo Schroeder
Bernard Scott
Lorinda Scott
Cynthia Shankle
Jeffrey Shepard
Kelly Shockey
Autumn Shockey
Silda Silva
Denise Slayer
Cindy Smith
Christopher Spriggs
Susan Starke
Michelle Stephens
Hedian Swanson
Stephen Tharp
Lavonne Tjoelker
John Tomlinson
Richard Upston
Marshall Vance
Kathryn Vara
Duane Waller
Hueylee Wang
Chen Wang
Kristen Welker
Mark Whiteley
Michael Williams
Ronald Wilson
Scott Worthington

Every year, we take a moment to remember and honor those who were Prisoners Of War (POW) and those still listed as Missing In Action (MIA). The men and women who fought for our country paid a great sacrifice to allow us to continue to enjoy our freedom.

We would like to give a special thank you to Carol Hunt, Cyndy Houston, and Kelly Mead for all of the hard work they did putting this celebration and remembrance together.

Honorees George Burson, POW WWII and Ted Paillette, POW, Korea shake hands at the luncheon.

To see more pictures from the luncheon, click here.

Photo Credit: Shanon Goodwin
Pamela Craig is a Medical Support Assistant at the Brookings VA Clinic. The clinic, located in Brookings, OR, is approximately 10 miles north of the California state border and less than a mile from the Pacific Ocean. Typically, Brookings is a small, quiet coastal town, but that has not been the case this summer. On July 12, 2017, lightning sparked a fire in the Kalmiopsis Wilderness, part of the greater Rogue River-Siskiyou National Forest to the north and east of Brookings. By August, the fire (known as the Chetco Bar Fire) had grown to a considerable size, at one point becoming the largest active wildfire in the US and requiring several levels of evacuations. Mandatory evacuation areas were within five miles of Brookings city limits.

Pamela usually spends her days at work scheduling patients, answering phones, assisting Veterans, and checking them in and out of their appointments. For several weeks, Brookings was smothered by thick smoke and a steady stream of ash was falling from the sky. Although the clinic had A/C, which helped clean the air somewhat, it was no match for this monster fire. Seven additional clinical-grade air purifiers had to be brought in. The Veterans that live in the surrounding area were also dealing with the smoke, ash, evacuations, and just plain worry and stress. The employees of the clinic, who also live in the area, had the same conditions and were understandably concerned for their own families and property in the way of the fire. It was incredibly stressful for everyone.

The number of phone calls and walk-ins to the clinic dramatically increased, as Veterans wanted to know if the clinic was still open, if they should come in for their appointments or reschedule, or they had respiratory issues that needed to be cared for. Pamela said, “The smoke was horrendous. It literally was very thick and made it hard to breath.” Her partner MSA lived in one of the mandatory evacuation zones. Pamela had to work alone for a day, covering both positions so her co-worker could take care of her family and property.

Pamela also volunteered to attend the evening town hall fire briefings, where current information about the fire was disseminated. It was vital to get this information and pass it on to the Incident Command Center that had been activated at RVAHCS, helping keep everyone informed of the evolving fire and evacuations.

With the fire partially contained, all evacuation alerts have been lifted for Brookings. The smoke is not nearly as bad now and comes and goes, depending on wind direction. Ian Johnson, Coastal MSA Supervisor, commended Pamela for her continuous dedication as she managed a heavy work-load, while dealing with significant clinical stress. Not only were the fires nipping at their heels, the clinic was also in the process of moving to their new building and making clinic changes.

RAVHCS is proud to have Pamela Craig on our team. It is dedicated employees like her that make it possible to provide consistent and valued care for our Veterans.

Thank You Pamela!
MAY

HAYLEY BLACKBURN
Drawing upon her prior experience working in an inpatient setting & using her non-pharmacy clinical knowledge to assist with thoroughly answering a drug information question about outpatient gastric tube medication administration.

MICHSELLE SHACKELFORD
Outstanding customer service in assisting me book flights and profile setup w/ CGE Concur. She was great throughout the process, explained everything well, and was patient through some system errors. Michelle made this process look easy and if you've ever had to initiate a request or finalize travel you know CGE is not that user-friendly. But, she navigated and assisted me with it all. I'm really appreciative of your time and patience, Michelle!

VICKIE PIPPEN
What can I say? I often contact Vickie to help me with various IP needs for the MTU because she is physically present in Roseburg and I am not. Vickie always has a smile on her face, she's professional, and she never fails to go above and beyond what is asked of her. Thanks Vickie for being my eyes and ears in the MTU when I cannot be there!

JUNE

BRENDA SCHNEIDER
Supporting the staff in THE LODGE by being there to listen when someone is having a difficult day, offering advice when needed and always being cheerful and greeting staff with a smile. She also provides excellent care to our Veterans in THE LODGE as she covers different shifts when we are short on staff. Thank you Brenda.

LEROY SPEIGEL
Today in the SPS department we were lacking a runner for our scopes from the GI department. Leroy took it upon himself to step forward and to fill that position. Thank you so very much for your dedication to our Veterans and your willingness to jump in and help without ever being asked. We all appreciate you over here at SPS Mr. Speigel.

TAHER CHRISTENSEN
I wanted to thank Taher for taking the lead on a shared Action Item with Women's Health and FMS. She stayed late the night before the Action Item was due to complete the required data entry on surveyed areas. She was a joy to work with and a very positive energy at the Roseburg VA that should be emulated by others.
ROSEBURG VA HEALTH CARE SYSTEM

CATCH A STAR

JULY

ROBERT FERRARO
Assisting with alternative delivery methods for a veteran taking a large amount of potassium per day. Dissolving it in juice has alleviated his nausea and he is able to eat and is a very happy camper! Was very appreciative of the assistance in giving him back some quality of life! Thank you also from me for taking the time to speak with me on the veterans behalf.

JOHN STRODE
Showing his team spirit by stepping up and assisting the AC&R shop with an urgent matter. John along with a boiler plant operator quickly got a major leak under control and with the same speed carried out a better repair by replacing the problematic section of pipe fittings. John is a team player and always ready to give his full attention to whatever task involving plumbing comes his way. His can do attitude and sharpness deserve recognition.

VALERIE BOWDITCH
Assisting in arranging travel for a veteran's dental appointment under special circumstances and on short notice.

AUGUST

JESSICA HAWLEY
Assisting with getting new DAV van on the road. Without stopping transportation for Veterans. Thanks for being part of a team and being a team player.

DANNY HANCOCK
Danny has been coming into work an hour and a half early each week to prepare the sterile eye preparations in the pharmacy for the cataract surgeries. He has maintained his happy and positive attitude and high level of professionalism throughout. He is a true Eugene VA HCC team player. Thanks Danny for going above and beyond the call.

MICHELLE TROXEL
As a telemedicine provider, there are long distance challenges with items that might otherwise appear routine. Ms. Troxel has been tremendously helpful assisting me with documentation and verification as I attempt to obtain an Oregon medical license. Many, many thanks!

CATCH A STAR PROGRAM

Each month RVAHCS receives, on average, 150 Catch a Star forms. These forms are filled out by Veterans, Volunteers, and Employees to help highlight employees that have done something exceptional in their pursuit of taking care of our Veterans. At the end of the month, the Director randomly chooses three winners. The winners receive a Catch a Star certificate at an All Employee Meeting, along with a $100 cash award.
Upcoming Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Venue</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 21</td>
<td>Veterans Death Benefit Seminar</td>
<td>Roseburg Campus Building 16, Auditorium</td>
<td>3:00pm-5:00pm</td>
</tr>
<tr>
<td>Sep 27</td>
<td>Roseburg Stand Down</td>
<td>Roseburg Campus Building 16, Auditorium</td>
<td>9:00am-3:00pm</td>
</tr>
<tr>
<td>Sep 30</td>
<td>Toxic Exposure/Agent Orange Veteran’s Health Issues Town Hall</td>
<td>Winston Comm. Center 440 SE Grape Ave, Winston, OR 97496</td>
<td>11:00am-12:00pm</td>
</tr>
<tr>
<td>Oct 13</td>
<td>Lane County Stand Down/Job Fair</td>
<td>Lane Co. Fairgrounds 796 W 13th Ave, Eugene</td>
<td>6:30am-3:00pm</td>
</tr>
<tr>
<td>Oct 19</td>
<td>VA Chaplains Quarterly Service</td>
<td>Roseburg Campus Building 16, Auditorium</td>
<td>12:00pm-1:00pm</td>
</tr>
</tbody>
</table>

Upcoming Veteran Town Hall Meetings

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 5, 2017</td>
<td>5:00 P.M.—7:00 P.M.</td>
<td>Eugene HCC 3355 Chad Drive Eugene, OR 97408</td>
</tr>
<tr>
<td>Nov 15, 2017</td>
<td>5:00 P.M.—7:00 P.M.</td>
<td>Best Western plus Beachfront Inn 16008 Boat Basin Rd Brookings, OR 97415</td>
</tr>
<tr>
<td>Nov 16, 2017</td>
<td>5:00 P.M.—7:00 P.M.</td>
<td>Location is TBD</td>
</tr>
</tbody>
</table>

Upcoming All Employee Meetings

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct 5, 2017</td>
<td>10:00 A.M.—11:00 A.M.</td>
<td>BHRRS</td>
</tr>
<tr>
<td></td>
<td>3:00 P.M.—4:00 P.M.</td>
<td>Eugene VA HCC</td>
</tr>
<tr>
<td>Nov 15, 2017</td>
<td>1:00 P.M.—2:00 P.M.</td>
<td>Brookings VA Clinic</td>
</tr>
<tr>
<td>Nov 16, 2017</td>
<td>1:00 P.M.—2:00 P.M.</td>
<td>North Bend VA Clinic</td>
</tr>
</tbody>
</table>

FOLLOW US

To stay up-to-date on all the latest from RVAHCS...

- [www.roseburg.va.gov](http://www.roseburg.va.gov)
- [www.facebook.com/VARoseburg](http://www.facebook.com/VARoseburg)
- [www.twitter.com/VARoseburg](http://www.twitter.com/VARoseburg)

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](mailto: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”.

SEPTMBER 2017