



## CAVHCS Employee Town Hall Meeting

Acting Director Ms. Shirley Bealer recently conducted an end-of-year Town Hall Meeting with CAVHCS employees to review CAVHCS accomplishments and provide direction for the upcoming year.

“We’ve been able to accomplish some amazing things this year,” said Bealer during the meeting which was v-tel’d and teleconferenced to all CAVHCS facilities. “But we have some new, exciting initiatives that will call for us to work even closer with even better communication to accomplish.”

The Town Hall meeting, entitled “FY 09 The Year of Accountability -Taking Care of Business Ethically,” was presented in a theme of where we were; where we are and where we’re headed. Ms. Bealer discussed a wide range of topics ranging from Customer Service, the All

Employee Survey and Patient Centered Care to Performance Measures, CARF, SOARS and the Integrated Ethics Survey.

Many of the topics discussed had an underlying commonality of a



Ms. Bealer addresses employees in Montgomery’s Multi-purpose Room and via V-Tel in Tuskagee, Dothan, Fort Rucker and Columbus, Ga. during CAVHCS’ recent Employee Town Hall Meeting that reviewed accomplishments of the previous year, while pointing toward the future.

survey. The All Employee Survey - administered by Human Resources - improved in the vital areas of job satisfaction and the Organizational Assessment and Facility Culture areas. However, recognizing that the results provide critical insight to the overall operational and organizational health of the organization, Ms. Bealer identified the road ahead.

“We’re going to remain focused on our mission and the goals established by VHA,” said Bealer. “And to ensure that we do this we will develop an AES team to review and analyze AES data, develop action plans and implement appropriate interventions.”

Another survey discussed was the recent Integrated Ethics

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## Combined Federal Campaign Kicks off at CAVHCS

The mission of the CFC is to promote and support philanthropy through a program that is employee focused, cost-efficient, and effective in providing all federal employees the opportunity to improve the quality of life for all.

“Please give as generously as you can,” said Tim Egen, CAVHCS’ co-program director for the 2008 Combined Federal Campaign, which kicked off in mid-September and will run through November 7. “This year – between our current financial crisis or the recent natural disasters in the Gulf Coast region and in the Midwest - your help is needed more than ever.”

This year’s campaign theme is ‘Faces of Change.’ Through CFC you

have the power to change our community, our nation and our world for the better. Your contributions can help bring hope to those who could really use it.

The Combined Federal Campaign (CFC) was started in 1961 by President John F. Kennedy and is the only authorized solicitation of employees in the federal workplace for charitable organizations.

In 1971, President Nixon ordered the CFC to be the uniform fundraising effort for federal service. This effort allows federal employees to choose from more than 2,000 charitable agencies from one brochure and simplify contributions through payroll deductions. The CFC created a win-win situation, where

employees can easily practice philanthropy and charities have opportunities to receive generous donations.

This is your chance to use your generosity to help eradicate disease, illiteracy, hunger, poverty and homelessness. Any donated amount is significant in making an impact on human health and welfare. For example, an annual contribution of \$200 (only about \$8 per pay period) can buy schoolbooks and supplies for eight underprivileged children per year. All contributions to the CFC can be tax deductible. A small amount each

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# From the Director

**Shirley Bealer, MS, RN, CNA, BC, CPHQ**

By now you should have heard that VISN-7 is serving as the pilot program for implementing a recharged Patient Centered Care program. Network Director Dr. Lawrence Biro and Deputy Under Secretary for Health and Operations Management, Mr. Bill Feeley announced the program and our commitment to its success September 9<sup>th</sup> during a Virtual Town Hall Meeting, which was broadcast throughout CAVHCS.

Patient Centered Care builds upon our existing commitment to develop stronger patient relationships, while giving the patient greater control of their care. You will be hearing more and more about this program and your understanding is essential to its success..

Patient-and family-centered care is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care patients, families, and providers. Patient-and family-centered care applies to patients of all ages, and it may be practiced in any health care setting.

What are the core concepts of patient-and family-centered care?

- Dignity and Respect. Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- Information Sharing. Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.
- Participation. Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- Collaboration. Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

## CAVHCS All-Stars

**I want to inform you that I am totally impressed with Social Worker Cynthia Davis. She is very professional and proficient in what she does! She is a model employee! Thank you so much!**

**John H. - Avondale, AZ**

**I wanted to thank you for all you and the group do for me. I think you all are the only ones that have my best interest at heart. Let me know if I need to do something.**

**Floyd M. - Carrollton, GA**

**I wish to thank Dr. Susan Barfoot for listening to my issue. She was VERY concerned and she is currently assisting me in resolving the issue. Additionally, I wish to thank Dr. Stokes (Red Team) pc physician. I have YET to meet her but I appreciate ALL that she is doing to assist me. Dr. Stokes is another concerned individual. I do not know her specialty, but I DO KNOW that she is wonderful. Please relay this message. "Dr. Stokes, I will see you soon." Please do EVERYTHING within your power to retain Dr. Barfoot and Dr. Stokes.**

**Joni W. - Opelika, AL**

**We wish to commend Dr. Salvador on his excellent medical professionalism. He is very personable, patient, and thorough and his medical recommendations and prescriptions always improve my health condition. He treats me with such kindness and respect. It is always a blessing and pleasure to attend my scheduled appointments. Thank you for having such superior doctors on staff working with our servicemen and women.**

**George W. B. - Montgomery, AL**

**I would like to say that Mary Young, Ann Holman, Carla Johnson and Deloise Jones are a great staff of Nurses that has gone far and beyond to ensure that my same-day surgery was as comfortable as possible. I would like to commend these ladies on their hospitality. They showed consistency throughout the day with their hospitality. They were very knowledgeable about their duties and their job. I just want to say thank you!**

**Shalawn R. Enterprise, AL**

## The CAVHCS Salute



Accredited by  
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The CAVHCS Salute is produced by the Central Alabama Veterans Health Care (CAVHCS) Public Affairs Office. CAVHCS Salute is an unofficial, internal communications publication.

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Clifford Robinson, MD  
Al Bloom

## Employees of the Month



Montgomery Campus  
**Ms. Sharon James, RN**

The staff of PACU/OP is nominating Sharon James, RN as a candidate for employee of the month. She goes above and beyond what is required on a daily basis to ensure that our veterans' needs are met.

She makes each veteran feel as if he/she is a V.I.P. She is the recipient of several letters of thanks from veterans in reference to the care they received from her. Ms. James' professionalism and very caring manner emphasize her dedication and commitment as Charge Nurse. She is always willing to help her co-workers in any way possible and readily accepts any tasks with a smile.

She takes her Charge Nurse job very seriously and always makes an effort to build morale in our department. Whenever you see Ms. James' face, you can be assured that you are in good hands. We are very fortunate to have Ms. James as part of our team.

We're on the Web

[www.centralalabama.va.gov](http://www.centralalabama.va.gov)

### Strengthening Substance Use Programs

WASHINGTON – The Veterans Health Administration (VHA) is strengthening its programs for substance use disorders by adding counselors to Post Traumatic Stress Disorder (PTSD) teams at medical centers nationwide, increasing intensive outpatient treatment programs and conducting specialized training for providers.

“This integrated approach puts treatment for PTSD and Substance Use Disorders under one roof and should improve mental health outcomes for patients who suffer from both,” said John P. Allen, PhD, VHA's Associate Chief Consultant for Addictive Disorders.

Professionals will assess PTSD patients for substance use disorder and provide treatment in coordination with the PTSD intervention. The treatment will include continuing care and case management for patients suffering both problems and will offer preventive education to veterans with PTSD who may be at risk for developing such problems later.

Allen said substance use disorders cannot cause PTSD, and PTSD does not cause substance use disorders. However, there are advantages to addressing both disorders within the same treatment planning process. The initiative enhances PTSD services provided to Global War on Terror veterans, as well as veterans of all eras.

Adding substance use disorder clinicians to PTSD teams will cost about \$13.3 million per year. The enhanced

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Tuskegee Campus  
**Dr. Earnest Blackshear**

Numerous hand written nominations were received from veterans nominating Dr. Earnest Blackshear, Psychologist, for the Employee of the Month. Below are some heartfelt comments regarding Dr. Blackshear:

- 1) “He has helped me in many ways about understanding my PTSD and all the things that go along with it. If everyone cared about their job as he does, this would be a carefree medical center.”
- 2) “Dr. Blackshear deserves Employee of the Month because, not only does he help you with your problems, he has a sense of humor to go with it, so he makes it fun to sort out your problems.
- 3) “I would just like to express my gratitude for the services that Dr. Blackshear is providing. He has given me hope that I will be able to live a productive life despite my mental disability. I feel that he should be recognized as Employee of the Month, to say the least.”

This is just a sample of the writings from the veterans. Over and over again, Dr. Blackshear is lauded for his compassion, inspiration, caring and how he motivates and support veterans. One veteran called him the “Fix It Man”. He was also described as an enthusiastic, high tempo, upbeat person who illuminates every room he enters and radiates and ignites all persons whom he encounters. These comments can go on and on. Dr. Blackshear has truly helped a lot of veterans since his coming to CAVHCS.

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teams should be in place at all VA medical facilities by Oct. 1, 2008.

A second recently announced initiative will provide approximately \$17 million per year to establish Intensive Outpatient Substance Use Disorder Programs at 28 additional medical centers, bringing the total number of facilities with these programs to 105. These units provide a minimum of three hours of treatment services per day at least three times per week to veterans who have substance use disorders that may be too severe to be successfully treated in less intensive ambulatory care settings.

Research has strongly demonstrated the effectiveness of these programs. They also will feature more involvement of family members and significant others than is often possible in less intense ambulatory care programs.

A third initiative will provide specialized training for a minimum of two physicians in each medical facility to deal with substance use issues such as withdrawal, detoxification and the use of medications in treatment.

## Outstanding Service

During the recent Town Hall Meeting Service Awards were presented to staff with 25, 30, 35 and even 45 years of service! Also awarded were the Volunteers of the Quarter for the third and fourth quarters, the Hands & Hearts Award and CAVHCS Customer Service received The Teddy Bear Award.



### 45 Years

Celebrating 45 years of service, Mr. Johnneill Moore proudly holds up his certificate.



CAVHCS Customer Service received the 'Teddy Bear Award'

### 35 Years

Holding certificates recognizing 35 years of service are (l-r); Ms. Demerryce B. Pritchett; Ms. Marjorie C. Wright and Mr. Curtis Trabue.



### 30 Years

Ms. Sharon P. Jinright celebrates 30 years of service.



Ms. Verdelle Chambliss received the Hands & Hearts Award

### 25 Years

Holding certificates recognizing 25 years of service are (l-r); Ms. Novella Scott; Ms. Paula Williams; Mr. Joe L. Cottrell; Ms. Brenda T George and Ms. Delores E. Reed.



Dana Andrews, Volunteer of the Quarter, 3rd Quarter



Vet to Vet's Edward Drew, Volunteer of the Quarter, 4th Quarter

## 'Town Hall'

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Survey. Introduced and rolled out as a concept in May of 2008, CAVHCS has established an Integrated Ethics Committee and staff has participated in the survey, which was designed to provide everyone with a glimpse at the current ethical culture.

"Our target for participation in the survey was 40 percent of the staff," said Bealer, who promised an Ice Cream Social for all services with a participation of 50 percent or greater. "I am proud to report to you that our actual participation was 61 percent and we'll be having an Ice Cream Social for everyone.

"In a practical sense there are certain measures that have been established for FY '09 and one of them is implementation of strategies to reach targets," added Bealer. "However, in a more compassionate sense, ethical issues are not a temporary concern. They influence the treatment of our patients, quality health care and administrative management. CAVHCS' implementation of integrated ethics will be an ongoing endeavor."

Another ongoing endeavor raised during the Town Hall Meeting was that of Customer Service. "We've seen some recent improvement in Customer Service, but we still have room to grow," said Bealer. "We've realigned to focus more on outcomes. We are sponsoring several activities in support of Customer Service Month in October. We must continue with clinical and administrative impact rounds to reinforce Service Recovery, emotional support and relationship building."

The Patient Center Care initiative was another topic discussed at length. While aspects of patient centered care are not exactly new to VA, the commitment to building stronger patient relationships while giving the patient greater control of their care is new and VISN 7 is the pilot. A recharged approach was introduced to CAVHCS and many veterans during the recent virtual town hall meeting, but looking forward Ms. Bealer posed a question. "The question is, can care be patient-centered and clinically efficient," said Bealer. "The answer is yes. CAVHCS has a Blitz Team that has already made recommendations concerning current exit interview questioning and discharge instructions. CAVHCS' goal is to partner with patients and families to develop a patient and family centered healthcare system." *Stay Tuned.*



paycheck adds up to a huge difference.

The CFC is the only authorized solicitation of employees in the federal government workplace on behalf of charitable organizations. Every year, federal, military and postal employees are encouraged to help raise much-needed dollars through the CFC for qualified non-profit charities. Every charitable organization is screened by the CFC. All money contributed to the CFC is disbursed to the charitable organizations that the donors specify to receive their contributions.

CFC is the world's largest and most successful annual workplace charity campaign, with more than 300 CFC

campaigns throughout the country and internationally to help to raise millions of dollars each year. Pledges made by Federal civilian, postal and military donors during the campaign season (September 1st to November 7th) support eligible non-profit organizations that provide health and human service benefits throughout the world.

CAVHCS staff can find their respective CFC key workers listed on the CAVHCS intranet website. Just click on the logo in the middle of the page and you'll see links on the right-hand side of the page for you respective facility. CAVHCS volunteer key workers will be requesting your participation in joining the team of donors who are making a difference. You will be encouraged to be a part of the solution and donate to one or more of the many causes changing society for the better. However, one of the program's goals each year is 100 percent contact. Participation is voluntary.

MONTGOMERY (last updated Sept. 24, 2008)			TUSKEGEE (last updated Sept. 24, 2008)		
Name	Service	Phone	Name	Service	Phone
Rena Dean*	Pharmacy	3312	Eloise Anderson *	Chaplain	2586
Eric Patterson	Dental	4451	Alice Smelley	Dental	3672
Sandra Melton	Radiology	4955	Dorothea McBride	Director	3094
Joseph Chappell	Dietetics	4790	Robertta Lewis	Radiology	4956
Lovelly Evans *	Fiscal	3622	Carlos Sims	Dietetics	3479
Annette Davis	OI&T	2431	Bobby Alexander	Engineering	3891
Deloris Sweeney	GEC	4761	Tyrone Mitchell	OI&T	3781
Larry Thomas	EMS	4722	Kim Khouri	GEC	3962
Chantel Clark	PCS	4484	Catherine Wilson	EMS	3449
Gwenolyn Blocker-Spence	PCS	4088	Wanda Robinson	PCS	3087
Samantha Davis	PCS	4403	Sue Chan	HIMS	3363
Barbara Dasinger	OR/PACU	5530	Debbie Andrews	Education	3596
Isaiah Johnson	HR	3600	Brenda Cobb	Social Work	3313
Wendy Watkins	HIMS	4634	Mary L. Ducksworth	Social Work	3345
Monsherri Brascom	Surgery	5510	Bobby Alexander	Engineering	5229
Lydia Cortes	Medicine/Cardiology	4832	Doris Wilson	Recreation	3980
Marie Motley *	Voluntary	4748	Jesse Combs	Psychology	3843
Debra Morris	Social Work	4464	Lanie Thomas	Pathology/Laboratory	5200
Brenda Hardy	Engineering	4881	Frankie Ray	Mental Health	5134
Kathy Bond	Pathology/Laboratory	4716	Jackie Walker	Mental Health	3234
Michael Peten *	Prosthetics	4441	Jean Washington	Mental Health	2652
Jackie Moore	AC&PS	2694	Irene Howard	Mental Health	3164
Beverly Rucker	Business Office	5843	Rena Davis	Pharmacy	3312
Lisa Sparks	Fee Basis	3208	Anthony Golson	AC&PS	3911

\* Indicates they will cover both campuses



On the anniversary of the 9/11 terrorist attacks, 184 beams of light rise from the courtyard of the Pentagon. The lights are to remember the 184 lives lost when American Airlines Flight 77 crashed into the Pentagon Sept. 11, 2001. (U.S. Air Force photo/Col. Walter Gordon)

# September

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
	National Suicide Prevention Week— <a href="http://www.suicidology.org">www.suicidology.org</a> National Assisted Living Week — <a href="http://www.ncal.org">www.ncal.org</a>					
14	15	16	17	18	19	20
	National Surgical Technologists Week— <a href="http://www.ast.org">www.ast.org</a>					
National POW/MIA Recognition Day	22	23	24	25	26	27
	National Rehabilitation Awareness Celebration Week— <a href="http://www.nraf-rehabnet.org">www.nraf-rehabnet.org</a>					
28	29	30	Cholesterol Education Month— <a href="http://www.nhlbi.nih.gov">www.nhlbi.nih.gov</a> Healthy Aging Month— <a href="http://www.healthaging.net">www.healthaging.net</a> National Hispanic Heritage Month (Sept 15-Oct 15) — <a href="http://www.somosprimos.com/heritage.htm">www.somosprimos.com/heritage.htm</a> National Preparedness Month— <a href="http://www.dhs.gov/dhspublic/index.jsp">www.dhs.gov/dhspublic/index.jsp</a> National Sickle Cell Awareness Month— <a href="http://www.sicklecelldisease.org">www.sicklecelldisease.org</a> Pain Awareness Month— <a href="http://www.theacpa.org">www.theacpa.org</a>			
			Gold Star Mothers Day (1940)			

The CAVHCS Community Calendar is not intended to be an all-inclusive, official calendar. It is intended rather to provide a medium for CAVHCS Salute to share upcoming events.

If you would like to add a CAVHCS event please email details directly to [alan.bloom@va.gov](mailto:alan.bloom@va.gov). Submissions are not guaranteed to be published. Considerations will be made for propriety, promptness and print space.