



April  
2012

*For Employees, Volunteers and Veterans of VA Roseburg and our Community Clinics*



VISN 20

# From The Director



*Carol Bogedain, Director  
VA Roseburg Healthcare System*

The last few weeks have been very busy with site and/or consultant visits.

The recent visits included:

- VHA Central Office – Office of Mental Health Site Visit
- Nuclear Regulatory Commission (NCR) Site Visit
- VISN 20 Surgical Service Follow Up Visit
- Joint Commission Readiness Consultant Visit
- VISN Cancer Care Platform Review Team Visit
- Annual VISN 20 Continuous Readiness Site Visit

I am very proud to say that the outcome of each and every one of the visits was met with many successes and compliments such as; the seclusion and restraint program; personal protective equipment and construction management. Kudos to Logistics and Engineering staff for streamlining the Medical Gases Program. A VISN surveyor stated the monitoring documentation for the Medical Gases Program was the best he had ever seen.

Also, kudos to Pat Sudds and the Supply Processing Services (SPS). The VISN 20 site surveyor stated this was the first facility he had surveyed that did not have any findings in the Reusable Medical Equipment (RME) Program.

The VHA Patient Centered Care (PCC) Implementation Team visited during the week of March 27<sup>th</sup>, providing training and education for staff, volunteers and Veterans on “*What is Patient Centered Care?*”? During their visit, they conducted a session with the Executive Staff and interviews with stakeholders and held information sessions. The next step in the PCC Implementation Cycle will be during the week of May 1<sup>st</sup>. An Organizational Assessment will be conducted where focus groups of Veterans, visitors, volunteers and staff will be interviewed. The goal of this step in the implementation cycle is to assist the facility and our leaders in understanding our current status as it pertains to providing patient centered care.

The next visit for VARHS is the Comprehensive Emergency Management Program Assessment during the week of April 2<sup>nd</sup>. The assessment team will meet with a variety of staff to include the Emergency Preparedness Committee members to determine if VHA is ready and capable of withstanding a major disaster.

And.....the North Bend Clinic will have three Office of Inspector General (OIG) surveyors visit the clinic during the week of April 16<sup>th</sup> for the OIG Community Based Outpatient Clinic Survey.

Carol S. Bogedain, FACHE  
Director

Submitted by Stacia Davis, RN, MSN, ACNE CLC's



Located on the Roseburg campus are two distinct living areas designed to care for the needs of Veterans in a non-acute long term care setting. Speaking of Long Term Care, we are undergoing cultural transformation in the VA to improve the quality of care to include a homelike environment that is patient-centered. Our living areas are considered Community Living Centers. We are creating places of residence in as much of a homelike setting as we can make it. Our two units are commonly known as the Transitional Care Unit (TCU) and the Protective Care Unit, (PCU). The PCU has recently adopted the name, "The Lodge," and we are promoting that throughout our organization. The Lodge houses our Veterans with end-stage dementia and requires a locked unit for their safety. Cheryl Todd, CNA, in the PCU comments about her work in the unit:

*"I have been a CNA for 20 years and have taken care of many people. But I must say, I found my calling when I came to the VA Protective Care Unit. I love all of the Veterans I take care of and wouldn't change anything about them on most days. They are a great bunch and we never have a dull moment!" Cheryl Todd*

Our TCU provides care for hospice patients, residents requiring rehabilitation needs either physical, occupational, or speech therapy; restorative care

or a combination of any listed. We will also be inviting more Veterans requiring care for longer than 90 days.

Our staff is committed to caring for our residents and they do a fantastic job in keeping them safe, caring for their needs and educating them and their families on treatments and healthy living. One of our dieticians had this to say:

*"It is a real honor to care for Veterans, it's something that I do not take for granted; something that I hope they can see as a very minor way for me to give back to them for their service to our country" Beth, RD*

We care for the dying and support the family during their time of transition from life to death. We also have a great hospice volunteer staff to support those Veterans who are dying without friends or family nearby.

Recent improvements to the TCU have been focused on safe patient handling and our capacity to care for bariatric residents. Bathrooms have been remodeled to allow for wall mounted lifts, enlarged showers and wider doors to accommodate bariatric equipment. This project is in its third phase of construction and should be completed by the end of April. The TCU is currently in the process of finding a unique name for the unit. Any ideas for a new

name can be submitted to Dennis Challand, Administrative Officer to the CLCs, or any of the staff members of the TCU.

*"I am honored to work with our Vets. I enjoy the time I get to spend getting to know them and hearing about their experiences. It's a wonderful feeling knowing that I am in an environment where I make a difference in their lives." Candace Davis, LPN*

The Lodge is in its final phase of design for a new building which will be constructed next to the TCU. The design incorporates the "Green House" model, meaning it will consist of two homes with ten individual beds and bathrooms, community living spaces and an open kitchen. The model of care will change to enhance the culture of transformation by utilizing staff who function as if they were at home; responsible for bathing, activities, cooking and light cleaning. We are excited as we move toward these changes.

We are happy to provide for our Veterans and offer the services we provide. Please come by anytime to check us out and ask for a tour. We'd be happy to show you around. A final comment from one of our nurses- I think it sums up how we all feel:

*"I love the Vets. They are the last true representation of the principles our country was built on. They fought for*

*us all and never gave a thought to their own personal safety. I am honored to care for those who have borne the battle."*

*Pauline Douthitt, RN*



# VARHS EVENTS IN RECOGNITION OF NATIONAL MILITARY SEXUAL TRAUMA AWARENESS MONTH

**APRIL 5-  
NATIONAL  
MST TELE-  
CONFERENCE  
AUDITORIUM  
TIME- 9-10 AM**

*Military Sexual Trauma is part of the overall spectrum of sexual assault/trauma, and the information provided on the tele-conference call will be of interest to anyone involved in any aspect of sexual assault/trauma. Everyone is invited to join us to listen to the call and we hope to see you there.*

*Special note- As part of the National MST conference call, a VA employee and MST survivor is one of the keynote speakers. You won't want to miss it. Mark the date!*

## WOMEN VETERANS HEALTH CARE



- DEPRESSION
- TROUBLE SLEEPING
- WEIGHT CHANGE
- ANXIETY
- PHYSICAL PAIN
- MEMORY LOSS

Sexual trauma can make you sick.

Let VA help.

**APRIL 26  
WEAR  
TEAL  
TO RAISE  
AWARENESS**

**APRIL 26  
BROWN BAG  
LUNCH AND  
LEARN  
AUDITORIUM  
NOON-1:00 pm**

★ *You served, you deserve the best care anywhere.* ★



Department of Veterans Affairs

[www.publichealth.va.gov/womenshealth](http://www.publichealth.va.gov/womenshealth)  
Women Veterans Health Strategic Health Care Group, VACO 04/2010

# New Employees

Stacy J. Nielsen, Social Worker, Patient Flow

Michael A. Laurance, Housekeeping Aid

Michael A. Buck, Housekeeping Aid

Wayne S. Newport, Housekeeping Aid

Evelyn L. Driver, LPN, Acute Care

Jesse J. Hand, Nursing Assistant (Telemetry), Float Pool, Acute Care

**WELCOME  
TO  
THE  
VA!**

## SERVICES

# Education Department

The Champions Program is being revitalized at VA Roseburg. This program is designed to improve marketable job skills for upward mobility for Wage Grade, GS 1-5, and Nurse I employees. VARHS is adopting the CHAMPIONS program from VA Portland. Linda Holbrook is coordinating the program with the assistance of a workgroup representing Nutrition Service, Housekeeping, Human Resources, and Fiscal departments. Target date for applications is June with the actual program starting in October. Watch Newswire for updates and start times for the Champions program.

A VHA mandate, Continuous Readiness in Information Security Program, (CRISP) requiring all staff, contractors, volunteers, and students to have access to TMS to document information security training has been implemented with a compliance deadline of April 1, 2012. Teresa Miller, TMS Domain Manager, has been working closely with Becky France, ISO, and Keleen Wright, Associate ISO, to ensure compliance with this mandate. Because the mandate affects all VA facilities, TMS is responding slower than usual due to the amount of data being entered into the system. As a reminder, if you need assistance with resetting a password, please call your service TMS Super User.

Simulation training has a new champion! Dr. Philo Calhoun has been appointed as the Simulation Director. In this capacity, Dr. Calhoun will be offering additional provider simulation competency training

and will be an advisor to Amanda Morrow, Simulation Coordinator, on how to promote simulation training throughout the facility. Simulation training is for both clinical and administrative staff for programs that will include communication, customer service, conflict management and negotiation trainings in the future.

Diabetes and chronic heart failure case reviews are being conducted monthly by Amanda Morrow, Staff and Patient Education Consultant, by V-Tel for clinic staff and in face-to-face discussion sessions. The case reviews have been well received by staff and attendance at these sessions has been steadily increasing.

There will be a Professional Education Systems Inc. (PESI) Healthcare seminar for clinical staff on May 2, 2012 in the Auditorium. The title of the seminar is *Shortness of Breath, Is it Respiratory or Cardiac?* Participation will be limited to 35 staff. Pre-registration and supervisor approval in TMS required.

Melissa Watts, Education Administrative Support Assistant, will be taking over all employee training requests and processing. As a reminder, training requests require supervisor and Tetrad approval prior to submission to the Education Department for processing. Supervisors need to identify the priority level and confirm funding prior to submitting for Tetrad approval. Employee education request documents can be found on the Newswire, on the Education page.

# EVENTS

April 2 - Brown Bag Lunch with the Director- Noon in the Conference Room (Old Library-Building 16, upstairs)

April 2 - Vietnam Veterans of America and their Auxiliary sponsor the Agent Orange Documentary 7:00 pm in the VA Roseburg campus Auditorium

April 5 and April 26 - Sexual Trauma Awareness Month Teleconference- 9-10 am Auditorium- See ad page 4

April 6 - Michael Peterson, musician will visit with Veteran patients and perform- 2:00 pm Auditorium

April 13 - Daughters of the American Revolution Annual Luncheon- Noon, Auditorium. For details please contact Diane Welch at [tjndwg@gmail.com](mailto:tjndwg@gmail.com) or phone at 541-680-2369

April 14 - Patients will attend the Linda Lunier patriotic music concert at the Douglas County Fairgrounds (by invite)

April 26 - Bring Your Child to Work Day! In recognition of National Bring a Child to Work, VARHS has provided you the form to fill out and submit to the Public Affairs Office, Carrie Boothe. Find the form on the Newswire. Go to "Services," scan down to Voluntary/Public Affairs Service. Open the Public Affairs Office link and both forms are located there. Please return your completed form with the guidelines attached to the Public Affairs Office no later than April 24. Details are on the forms.

April 26- All Employee Meetings for Roseburg- 7:30 am and 3:30 pm in the Auditorium

## Construction Update

## MAY EVENTS

May 16- VA2K Walk + Roll

*All Employee Meetings:*

May 24- North Bend CBOC 11:00 am

May 25- Brookings CBOC 8:15 am

May 29- Behavioral Health Clinic 10:00 am

May 29- Eugene CBOC 12:30 pm

Memorial Day Recognition- May 28 at the Roseburg National Veterans Cemetery located at 1770 Harvard Blvd., Roseburg, Oregon. Time- To be Announced- Watch the Newswire and local newspapers for details!

More May events on the back page!

### Please Take Note!

The entrance road to the Emergency Department (ED) parking area will re-open soon and the roses will be re-planted as planned! The next phase of the Steam Line replacement project will require the back entrance road to the ED to close for further construction. Please watch the Newswire and our VA Roseburg Facebook page for details when the closure will take place.

# Prosthetics

## WORKLIFE IMPROVEMENT TEAM (WIT)

**Overall Mission:** Identify employee stressors and the affect these stressors have on employee satisfaction and organizational outcomes. The team can justify the need for workplace interventions designed to reduce stressors and the effects they impose on the organization. The WIT will identify, recommend and support intervention action plans that have been developed through corroboration of teams.

Patterned on the reality television series *The Apprentice*, this competitive format will facilitate innovative ideas and projects to address specific areas identified in the All Employee Survey (AES), Voice of VA Survey, and Integrated Ethics Survey results. The WIT is a refreshing approach to cultivate an entrepreneurial culture; enabling and energizing employees to shape the work environment. Like contestants on *The Apprentice*, teams form to design projects and compete for the best ideas to transform our workplace culture. Teams will face a boardroom showdown in September to discover if their work life improvement project is adopted for the VARHS culture. Awards and recognition will showcase the winners!

### Membership:

Chair: Jim Manser, Chief, Prosthetics Services

Co-Chair: Onikka Driscoll, AFGE

Christina Fallin, Human Resources

Dawna Evans, File Room

Dema Inman, MCCF

Gary Oilar, File Room

Jennifer Stolburg, Logistics

Pauline Douthitt, Nursing

Delmer Davis, Compliance Officer

Linda Witbeck, Mental Health

Jackie Barnett, Patient Centered Care

Wendy Schulze, Laboratory

Corrine Clifford, Eugene Clinic

Richard VanBurger, Laundry

Melvin Tucker, North Bend Clinic

**Point of Contact:** Jim Manser, "Chairman of the Board" at extension 44797 or [james.manser@va.gov](mailto:james.manser@va.gov)

*Right:  
Jim "Donald Trump"  
Manser, Chair of the  
WIT team wears his Trump wig  
as part of his role as the  
chair of the  
committee*



Submitted by:  
Beryl McClelland-Lucky

## Conditions of Participation Review

The Telehealth Program includes three modalities; Home Telehealth, Clinical Video Telehealth, and Store and Forward Imaging. Nationally, the quality of all Telehealth Programs are evaluated by the Office of Telehealth Services (OTS). The Office of Quality Management located at the VA Central Office ensures compliance with specific Telehealth guidelines and standards.

Conditions of Participation reflect program processes (clinical, business, and technical) that are essential to the safe and effective provision of care using Telehealth. These standards are required for operating within the Veterans Health Administration (VHA). The VHA Office of Telehealth Services adopts a uniform process and Conditions of Participation tools to facilitate the development, approval and designation of Telehealth programs. This designation process requires a combined review of self assessments of compliance with the Condition of Participation at the network, facility, and program levels for each VISN. Interviews include key staff at all levels of the network, relevant data and documentation review and use of tracer methodology where appropriate. According to the Joint Commission, "Tracer methodology is an evaluation method. Surveyors select a patient, resident, or client and use that individual's record as a roadmap to move through an organization to assess and evaluate their compliance with selected standards and systems of providing care and services."

At VA Roseburg Healthcare System (VARHS), all three Telehealth modalities were reviewed in 2009. The VARHS Conditions of Participation for the three modalities will be conducted from March 20- April 6, 2012. Fran Sutherland, Facility Telehealth Coordinator, has spearheaded a team of dedicated Telehealth providers, imagers, technicians and LPNs in the preparation for the Conditions of Participation evaluation. The evaluation entails reviewing numerous documents, training certificates, technical service agreements, policies, operations manuals and memorandums of understanding for provider credentialing and privileging. As the name implies, Conditions of Participation must be met to continue to offer these valuable services through the three modalities of Telehealth. If certified, the programs will be designated for two years.

Staff associated with the three modalities (Facility Telehealth Coordinator, Telehealth Clinical Technicians, Telehealth LPNs, Telehealth Providers, Telehealth Presenters, Imagers, and clinical champions) have been invited to discuss processes and outcomes via video conferencing with the surveyors from OTS and the Office of Quality Management. VISN 20 Telehealth lead staff will also be in attendance during the Conditions of Participation review.



**Access Health Resources**

**Track Your Health**

**Refill VA Prescriptions**

**Register Today!**

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

## *Update:*

*My Healthy Vet Coordinator, Lynda Pope, reports that VARHS is at 46.81% authenticated Veterans. We are second in the VISN!*

*For Secure Messaging, the GI Clinic, Surgical Team, Prosthetics Service and the Chaplain Service have been added. Champions for Secure Messaging are Dr. Calhoun and Rosie McCoy!*

*Great Job!!!!!!!!!!*



# Kudos

## Catch a Star

Making the Difference

Shining Star: Marcia Hall

Suddenly some beautiful furniture appeared in Mental Health, ED area and Lab. What comfortable furnishing and what a fantastic way to honor our Veterans, and show how much we value them! Thank you Marcia and your T21 funds that purchased the furniture!

Recognized By Patricia Laurence, NP,BC

**Furniture Purchased with T21 funds from the Women Veterans Health Program!**



## Catch a Star

Making the Difference

Shining Star: Kristin Meyer

Always provides excellent customer service to Veterans and their families when dealing with Veterans issues. She even helped a Veteran and his wife in the Canteen with their food and assisted them to their table!

Recognized By Julie Norton

## Catch a Star

Making the Difference

Shining Star: Jackie Arnett

Taking good care of my dad with a big smile and a great laugh! Thanks a LOT!

Recognized By April Moisa

## Catch a Star

Making the Difference

Shining Star: Joey Bishop

**Cleaning and organizing the lab storeroom and making it beautiful and much more easy to find things!**

Recognized By All the Lab staff

# Dedicated Lab staff offer up a "shot in the arm" for Patient Centered Care

With the implementation of the Ambassador Program in November 2011, comment cards are provided to Veterans, patients, family members and visitors of VA Roseburg Healthcare System at the Information Desk and various services. These comment cards provide real time input from those who are present at our facility. The cards list the service where visited, a grading option for the level of service, a section for comments and the name of the visitor (optional).

The staff in the lab on the first floor received numerous compliments for the level of care and quality of customer service they provide to patients. The lab staff: Penney Pratte, Wendy Schulze, Tiffany Adams, and Inez Orozco. Rebecca Stadt is the lab manager and is proud of the staff for practicing a tremendous example of Patient Centered Care. Great job ladies!

What our Veterans say about the staff:

Penney Pratte jokes with her patient as she prepares a blood draw

Below: Wendy Schulze works efficiently while Lab Manager Rebecca Stadt visits with the Veteran

*"Those girls are great!"*



*"Nice people, courteous & friendly & quick to accomplish tasks"*

*"Absolutely wonderful in every way- Thank you!"*

Below: Tiffany Adams gently removes the needle....

Right: Inez Orozco handles with care....



*"The women were very professional"*



# Employee Health and Wellness



JOIN US FOR A  
**2K WALK + ROLL**

TO BENEFIT HOMELESS VETERANS AND  
PROMOTE HEALTH + WELLNESS

**MAY 16, 2012**

## Run Schedule for VARHS

***The walk is for staff and Veterans! Everyone is invited!***

***Please join us in recognition of National Employee Health and Fitness Day!  
Roseburg Campus - 11 am - 1 pm Start at the Flag Pole in front of Building One***

***Eugene CBOC - Noon to 1 pm***

***North Bend CBOC - Noon to 1 pm***

***You can walk at anytime during the location's time period.***

***We will also be collecting donations to support local Homeless Programs.***

***Please watch the Newswire and our Facebook page at***

***www.facebook.com/VARoseburg for details as we get closer to the date!***

**In Recognition of African American Special Emphasis Month**

**SALUTE: CELEBRATING BLACK MUSICIANS OF THE 20<sup>TH</sup> CENTURY**



*Photos submitted by Tammie Eلفadili*

Euphony filled the Performance Hall at Lane Community College on February 26<sup>th</sup>. Spotlights, guitars, harmonicas, pianos, bass, and drums created an atmosphere in which celebration was evident. Musicians from the Eugene and Roseburg communities rendered tribute to Black Musicians. "Salute: Celebrating Black Musicians of the 20<sup>th</sup> Century," was a fun effort to not only entertain, but to provide information to minority groups concerning how to apply for jobs within the Veterans Healthcare Administration. The event was sponsored by the Black Student Union of Lane Community College for the African American Special Emphasis Program. The African American Special Emphasis Program consists of three members: Tammie Eلفadili (*Manager*), Tracy Baker, and Linda Witbeck.

*Lori Lassiter, Social Worker, narrated the story of the concert beautifully.*



*David Gross and The Reality Zone Band performed T-Bone Walker's Stormy Monday, Chuck Berry's Johnny B. Goode, and Curtis Mayfield's People Get Ready.*



*Jen Ferro graced the audience with Louis Armstrong's Ain't Misbehavin.*



*Salute: Celebrating Black Musicians of the 20<sup>th</sup> Century brought together members of the Eugene and Roseburg communities.*

*Left: Eric Richardson, the Secretary of the Black Student Union, expressed his organizations' support for events that foster relationships and provide valuable information to the public*



*Shirley and The Boys performed seven hits, two of which are Etta James' At Last and Whitney Houston's I Believe In You and Me. The band honored James and Houston, who both passed away this year. (L to R) Mike Williams (Bass), Shirley Yates (Pianist and Vocalist), Nick Stephens (Drummer). Kelly Forney (Guitarist) is not pictured.*



# Residential Rehab. Treatment Program Success in Recovery

Written by Carrie Boothe, Public Affairs  
and Susan Bernavich, Rehab. Tech.

Ricky slept the first few days he was here. Coming off of Meth Amphetamine wore him out to the point that sleep was all he wanted to do. However, what had worn him out even more was being homeless due to supporting his addiction, living in a van, hustling and having his son stay with his mom. And, he was afraid. The 1995-2005 Army National Guardsman who deployed to Iraq as an Infantryman from 2003-2004 had "hit bottom." Ricky explains, "I called Glen Zathan," Intake Coordinator for VA Roseburg Healthcare System's (VARHS) Substance Abuse Residential Rehabilitation Treatment Program (SARRTP). "He helped me to get in."

"The first week I had bad withdrawals," said Ricky, and "I thought about going home, but Vic, [another current SARRTP participant] really reached out to me...to help me in addition to the staff helping me. After that first week, I was thankful I didn't go home. I started participating and doing the workbooks and the study. I started listening. At first I really thought I'd be an outcast but I have so much in common with the other Vets...it started clicking."

And "clicking" is obvious when you see the group together. At a day-outing luncheon in Grants Pass, Oregon, sponsored by the Elks Lodge, Post 1584 and coordinated by VARHS Recreation Therapy Service, the bond between the Veterans currently participating in the SARRTP program is witnessed and its essence apparent.

**Vic, (Right) and Ricky, current SARRTP residents, support each other through all aspects of the program.**



# Models of Care News



## **PACT (Patient Aligned Care Team) definition refresher-**

**A healthcare delivery model that is patient driven and a team based approach to health and wellness, and supported at VA Roseburg Healthcare System**

*Team members come and go but the team is always here....like a river. We have decided to name each Primary Care team in order to build team unity. We added a competition which led to the decision to use river names!*

*Stay tuned for more information about each team's name and the team members!*



## April Healthy Living Tips

### Limit Alcohol

If you choose to drink alcohol, drink in moderation (women no more than 1 drink a day; men no more than 2 drinks a day). Avoid "binge drinking" drinking too much alcohol at one time. If you are concerned about your drinking, talk to your VA health care team about getting help.

#### What is one drink?

- 12 oz. regular beer
- 8-9 oz. malt liquor
- 5 oz. table wine
- 1.5 oz. 80 proof hard liquor

#### How do I know if I am binge drinking?

- If you are female and you drink more than three drinks on one occasion.
- If you are male and you drink more than four drinks on one occasion.
- If you are over 65 and you drink more than three drinks on one occasion.



*Tips...next page*

## What are the health risks associated with drinking?

- For many adults, drinking small amounts of alcohol does not cause health problems.
- If you drink too much alcohol, or if you binge drink, you are at a higher risk of health problems, such as liver damage, cardiomyopathy and fetal alcohol syndrome.
- Chronic alcohol use affects every organ and system of the body.

## Who should not drink

- Children or teenagers
- Women who are pregnant or plan to become pregnant
- Recovering from alcohol addiction
- Taking medication that interact with alcohol
- Certain medical condition e.g. liver disease
- People who cannot limit their drinking to recommended levels
- Plan to drive or operate machines, or take part in other activities that require attention, skill or coordination



## Can alcohol dependence can be treated?

- If you are dependent on alcohol, effective treatment is available.
- Effective treatments include individual counseling, group treatments, medications to reduce craving or prevent relapse, and inpatient or residential treatment.
- You can talk with your VA health care team about the resources available at the VA that can help you.

***Jamie Summerlin is running across the USA raising awareness about Veterans. His plan includes visits with patients at VA hospitals on route. In his third day of his 100 day trek beginning in Coos Bay, Oregon and ending in Washington DC, Jamie passed by our campus before a crowd of VARHS staff and the public. After his run through our campus, Jamie and his wife, Tiffany, (both former Marines) visited with our current PTSD and Substance Abuse Program participants. Pictured below is Jamie saluting our huge USA flag as he passes by. You can follow Jamie as he works his way across country at [www.runforwwp.com](http://www.runforwwp.com)***



Photo by Eve Barilleaux, volunteer

# Advanced Nurse Practitioners

Submitted by: Susan Starke, MSN, RN, FNP, and Catherine Brechtel BSN, MSN, RN, FNP.



## Advanced Practice Nursing Outcomes

Through the years Advanced Practice Registered Nurses (APRNs) have consistently had a positive impact by providing quality, timely, efficient care to patients. There have been many studies performed nationally to evaluate the effects of APRN providers within the health care team. These studies include rural, highly rural, urban, and suburban settings and various primary care, preventive care, and specialty care settings. Studies have shown that APRNs are meeting and exceeding the challenges of providing evidenced based care to a variety of populations.

According to a systematic analysis of 26,000 research studies done by Newhouse, et al. published in 2011, Nurse Practitioners have been shown to meet the standards of care across multiple health care settings. For example, patients of APRNs are as satisfied with their care, and report their perceived health equivalently when compared to patients of physicians (MD and DO). Additionally, volume of patient visits to emergency rooms and urgent cares were equivalent, as were hospitalizations and rates of re-hospitalization, when analyzing groups of patients cared for by physicians in comparison to similar groups of patients cared for by APRNs. Furthermore, in primary care, patients' blood sugar levels and blood pressure levels are equally well controlled by patients managed by APRNs compared to care by physicians. Cholesterol levels have shown to be to slightly better managed by APRNs in the studies reviewed.



Several studies evaluated care provided by Nurse Practitioners, Physician Assistants, and Physicians and found no statistical differences in the quality care metrics. There were differences regarding patient satisfaction with statistically significant increases being noted with Nurse Practitioners, often associated with "receiving significantly more information about their illnesses" (\*) and having more consultation time. As fewer

physicians opt to specialize in primary care and the changes to Medicare and Medicaid continue to offer fewer incentives for this specialty, the opportunity for APRNs to fill the gap increases.

In summary, the contribution of APRNs to the increasingly over-burdened health care system continues to progress and evolve. Research shows that APRNs throughout the nation consistently provide quality, evidence-based care that patients deserve and have come to expect.

*\* Reference*

*Cite: BMJ 2000;320:1043 (Published 15 April 2000)*



# Success in Recovery....continued

Gaila Lovelady, an Air Force jet engine mechanic from 1979 -'81 who has completed the program and is currently partaking in the Cognitive Therapy option that VARHS offers, has also formed a strong bond with fellow program participants. "There is instant camaraderie being Veterans," says Gaila, "It doesn't matter that I am a woman Veteran. We are all here for the same reasons."

Gaila was only a 17 year-old when she entered the Military and joined the 13 week program for training to become a jet mechanic. During her training, she was raped by a superior officer. She didn't report it. "I was too afraid."



After the Military, Gaila became a dental assistant and worked for many years at it, but while working, she was also using. "Meth was my drug of choice," confirms Gaila, "and I'd work but couldn't hold a job. When a problem came up, I'd leave."

For Gaila the decision to enter the program was spurred by her daughter leaving for her second tour in Iraq. "She was worried about me. I wanted her to be able to focus on her job in Iraq and not worry over me. I knew it was time. I was getting so tired of using meth....once when my daughter needed to hear my voice, I was too high to talk to her. I wanted to be available to her."

Before Gaila joined the program, she knew all about it. She shares, “All the things I heard from others; I was told it works, I heard it a *thousand* times, but I didn’t believe it. Well, I’m here to say it does. It saved my life. The group [therapy] is good. The Peer Techs; they are in it for the Veterans. The first part of the program is the toughest. I learned that substance abuse masks a different problem. Due to my Military sexual trauma (MST)...well, you think it’s your fault. I went through a guilt phase, but I am ok now. I have the strength to look in the mirror and make a choice about using- the right choice. Without the [SARRTP] program I wouldn’t have been able to do that. Now that I am also involved in the Cognitive [Processing] therapy treatment, I am re-living my experience with MST and working with the therapists. No matter what, I can handle it. I have the support I need.”

The Roseburg VA SARRTP is designed to help Veterans with substance/chemical dependency issues enter into full recovery, and consists of ten beds for men and two beds set aside for female Veterans seeking treatment. Male and female Veterans live at the facility for approximately 28 days. Time spent in the program may vary with patients. Treatment plans are individualized in order to meet the personal needs of each patient.

Staff uses a team approach when treating patients that is made up of addiction therapists, a psychologist, a chaplain, nurses, recreational therapists, a social Worker and nurse practitioners. They come together to create and review treatment plans for individuals in the program. Patients are an important part of this team and have direct input into their program plans.

While in the program, a vigorous schedule is implemented in which patients are encouraged to regain their mental, physical and spiritual health. Psycho-educational classes are held daily as well as group. A minimum of one individual case management session per week is part of the plan for every patient. Community outings are also an integral part of the program. Referrals are made to the Hud/Vash program for Veterans needing housing and Voc-Rehab for patients seeking work or retraining. Cognitive Processing therapy and Prolonged Exposure Therapy for trauma are also offered on a limited basis.

One of the key elements to the program explains current participant Vic, a Navy Veteran serving from 1963-’84 including undersea warfare surveillance and a Vietnam combat Veteran as a radio repairman, “We are not trapped here. We walk in on our own accord.”

Vic says although he has been through other programs outside the VA, he never opened up before. “It is safe here.” He says, “After Nam, I crawled into a bottle for 20 years. I was ashamed of being afraid while in Vietnam, but the entire program here is geared toward the Vet and our experiences, so there is instant trust and camaraderie with the others involved. After just three days, I started opening up. For me the results are awesome and very different from other programs I’ve been in. We’ve all been through the same things. I would ask other Vets to please, please, give it a try. The outings/excursions are great and we even have Vet benefits classes. We cover a lot of ground. I thank God for the VA; I am so glad I got into the program.”

The process for entering the program begins with a call to Glenn Zathan who coordinates intakes and entrances. Glenn can be reached at 541-440-1000 Extension 44223, and is available Monday through Friday from 8:00 am to 4:00 pm.





## Survey of Veteran Enrollees' Health and Reliance Upon VA

The VHA's Office of the Assistant Deputy Under Secretary for Health (ADUSH) for Policy and Planning is conducting the 2012 edition of the national VHA Survey of Enrollees. The purpose of the survey is to provide critical and essential information on Veteran utilization of health services. This information supports annual VHA projections of enrollment, utilization, and expenditures, as well as into a variety of high level VHA budget and policy related analyses.

Approximately 2,000 enrolled Veterans in each Veterans Integrated Service Network (VISN) will be surveyed. In total, the survey will collect information on a random sample of 42,000 Veterans enrolled in the VA system, who choose to participate in an approximately 15-30 minute telephone call. For the first time, some Veterans in the sample may also complete a survey by mail or web.

Full initiation of the survey will begin the week of March 26, 2012 and will continue for 12 weeks.

Enrolled Veterans selected for the survey will receive a letter that provides information about the survey and the contractor conducting the survey on behalf of VA.

Your support in this survey will help ensure that we provide the best care possible for our enrollees, where it is needed, and when it is needed.

Previous survey reports are available on the VHA's Office of the ADUSH for Policy and Planning internet Web site at:

<http://www.va.gov/healthpolicyplanning/reports1.asp>

*Thank you for your assistance in this project.*



# Links

Look for these quick links at:  
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FOR FAMILY CAREGIVERS  
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1-800-273-8255 **PRESS 1**

VA Roseburg Healthcare System  
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# More events coming....

## National Compliance and Ethics Week

May 7-11, 2012

Watch Newswire for more details.

Questions? Contact Chaplain Mike Gillespie at extension 44721.

Ethics Lunch and Learn: Thursday, May 10, 2012 at noon in the Library Conference Room. Topic will be Apology in Medical Practice: An Emerging Clinical Skill. Plan to join a lively discussion over lunch!



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