



January 2012

VISN 20

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



The internet or “net” and “surfing” these days have become household words; about as common as “refrigerator” or “telephone.” We all know how to use a telephone and we frequently traipse to our refrigerator to grab a snack, but do we really know about all the communication tools offered by surfing the net? Let’s back up a step and have a look.

When we seek information on the internet the reality is we are using a tool that allows us to drive it. Enter the World Wide Web (www.) or Web. The beginnings of the Web, as have many of the internet developments, came from the scientific community based on a desire to solve a problem. In the late 1970’s through 1990, Tim Berners-Lee, a physicist at the CERN High Energy Physics Lab, wanted to make information available in an easily accessible manner to hundreds of researchers. He spent years developing the protocols to allow this functionality. To shorten a long story, his success eventually led to the World Wide Web being released for public use in 1991.

The Department of Veterans Affairs (VA), a known leader in medical research, development, technology and proactive in communication, wasn’t far behind. The first VA national web site launched in 1994. Since that time, VA has continued to develop and utilize the tools the internet and web have to offer by providing information and assistance to Veterans,

Continued on Page 3

VA Roseburg Healthcare System



Celebrating the



*NEW Year
With*



NEW Programs

NEW Communication

NEW Staff

NEW Construction

And Even a

NEW Newsletter

and a

NEW Logo!



PAST AND PRESENT

From The Director



*Carol Bogedain, Director
VA Roseburg Healthcare System*

As we say goodbye to 2011, best wishes to all of you who make our progress and service to our Veterans possible. As is customary, a new year is the advent of new beginnings, new ideas and brings with it a spirit of freshness and optimism. I am excited about what 2012 has in store for VA Roseburg Healthcare System (VARHS). With that in mind, here are just a few of our improvement projects slated for this coming year:

1. Dental Clinic- A new building will be constructed near Parking Lot "A" just outside the existing Outpatient Clinic. The project is in the design phase and construction is anticipated to commence in the summer of 2012.
2. Operating Room and Sterile Processing Services addition - A construction contract for an expansion to our operating rooms and sterilizers will be awarded.
3. Telemetry Unit and 5th Floor remodel in Bldg. 1 - Construction will begin on a remodel for improvements to our Telemetry Unit and medical/surgical bed unit.
4. Mental Health – Construction of a new acute Mental Health building and a new Protective Care Unit building is planned for award before the end of this fiscal year. The design of a new Mental Health substance abuse building is also underway. The acute Mental Health building will be located across from the existing Mental Health building on the Roseburg campus.

In addition, I have expanded our communication with our customers in an assortment of ways. First, to better serve our Veterans, we recently initiated the VA Roseburg Ambassadors Program. Within this newsletter you will find details about the program in a feature story, *Red Vest Alert*. Although the program is relatively new, the positive responses we have heard tell us the program is welcomed.

Another new communication method is the initiation of the Veteran Organization Leaders meeting, offered quarterly on the Roseburg campus. This meeting works as a path for real-time conversation to share information and listen to our Veteran Leaders from our entire catchment area. This meeting includes an agenda but also allows for an open format time when Veterans can ask questions, voice concerns or make suggestions.

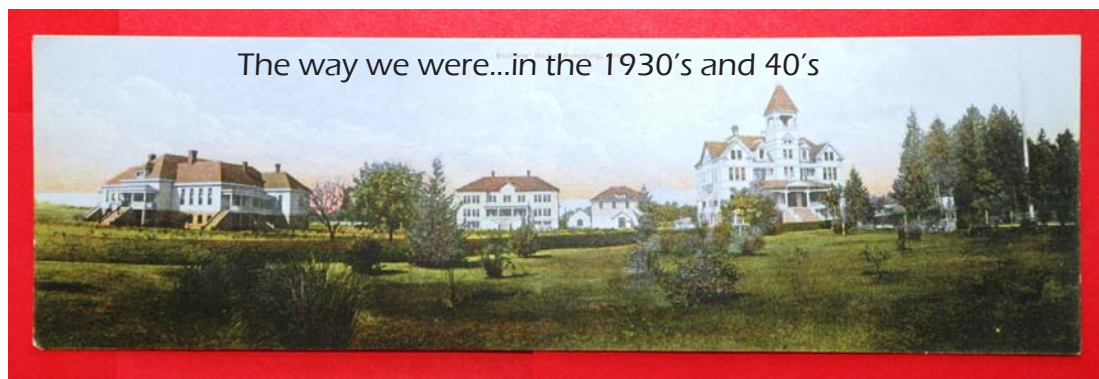
Also, the newsletter you are reading now, *The VA Relay*, is new. VARHS has provided a newsletter to our staff and volunteers for several years, but I have expanded it to include our Veteran population. We have a new name, a new logo and you will find it in hard copy at all of our facilities and posted on our web site at www.roseburg.va.gov. Watch for it each month.

Finally, with our dedication and attention to our mission, to honor America's heroes, together in this coming year we will provide exceptional care that improves the health and well being of America's Veterans. By continually striving to ensure great care and grow as opportunity provides, we position ourselves to meet this honorable commitment.

Happy New Year!

Carol S. Bogedain, FACHE

Director



their families and the public in myriad styles.

To say that internet development exploded during the 1990's would be a blatant understatement. In the early 1990's, there were about 3000 hosting sites. Today the estimate is more than 182 million. So, of those 182 or so million choices, how do we decide where to go and how do we get there?

During the 1990's VA had developed web sites for each of its 153 hospitals. The sites were managed at a national or VISN level. By 2002 the Web became ubiquitous. VA was spot-on in recognizing the benefits of web communication. As the Web exploded and new communication tools became available, VA progressed along with it. Recognizing that each VA facility provided options for Veterans unique to itself, such as dates for a class, a training schedule, or even a construction project, the decision was made to individualize facility web sites one step further. By 2010, each VA facility had an on-station web content manager. At VA Roseburg Healthcare System, the web works are completed through the Public Affairs Office.

On the Web, when you type in www.roseburg.va.gov, you will find a plethora of important information: an events calendar, driving directions; a link to our doctors; feature stories; myHealthvet links and you can even access Facebook from our VA Roseburg web site. Whoa! Wait a minute.... VA Roseburg has a Facebook page?

Yes, we have that too. It falls under the Social Media category.

Social media, yet another set of Web based technologies that turns communication into an interactive dialogue, has become as they say, common language. Again, on a national level, VA recognized the benefits of communication

through social media such as Facebook, and by early 2009, the Veterans Health Administration launched their first Facebook page on a national level. By late 2009, individual facilities were encouraged to develop their own Facebook account and administer it. To date, nearly all VA's maintain their own Facebook page and VA Roseburg is no exception.

To access VA Roseburg's Facebook, you do have to have an account of your own. Once you do, or if you already have one, simply type in the search box: VA Roseburg, or go to: www.facebook.com/VARoseburg We'd appreciate it if you would click on the tab marked "LIKE" our page! Our Facebook, also managed by the Public Affairs Office, provides you informational posts about classes, history tidbits, news about events and yes, more links! You can also submit comments or questions about our posts just by clicking on the "comment" button under each one.



It's interesting to note, according to trend data and demographics of internet users conducted by Pew Internet and American Life Project's in May 2011, the fastest growing age group using the internet is 70-75. Additional statistics tell us of the 2,277 adults age 65 and over surveyed, 42 percent are internet users. Of the adults between ages 50-64, 74 percent use the internet. Within the younger generation, the percentage of internet users skyrockets to between 87 and 95 percent! Given these statistics, it's obvious that Veterans of most eras are using the internet in some capacity. Our valued customers who "click" and utilize the tools of technology continues to grow at an unprecedented rate.

One of our top priorities here at VA Roseburg Healthcare System is to provide timely and appropriate information to serve our Veteran population and their families in the best possible way. We include social media, Facebook, and the VA Roseburg Healthcare System web site as part of that priority. Suggestions are always welcome, and we hope you enjoy and benefit from our communication options.

Just "click" on us. We'll be there for you!



Carrie Boothe can be reached at 541-440-1000, extension 44101 or by email at: carriee.boothe@va.gov

Look for these quick links at: www.roseburg.va.gov

NEW PROGRAMS FOR FAMILY CAREGIVERS OF POST-9/11 VETERANS

Lose weight: MOVE!

Returning Service Members

Veterans Crisis Line
1-800-273-8255 **PRESS 1**

VA Roseburg Healthcare System
NEWS
Click Here

Womens Health



Above- New equipment arrives! Bob Moffitt assembles it while Julie Edmisten observes the process.

Submitted by Julie Edmisten, LPN, and Dr. Marcia Hall, Womens Program Manager. Equipment photo by Julie Edmisten

Women Veteran's Health T-21 Funds Update:

Pictured are the new Dermatology exam tables purchased with Women's Health T-21 funds. These new exam tables will allow our Veterans to be positioned safely and correctly for Dermatology exams and procedures thus providing enhanced comfort and safety. Thank you to the multiple departments who made the funding, purchasing, delivery, and set up possible.

Other recent purchases with Women's Health T-21 funds include a blanket warmer for the Hospice program which will provide increased comfort to our Veterans with terminal illness.

Purchased but not yet delivered is a DEXA Scanner which, upon arrival, will be located in the Radiology Department and provide on-site diagnostic care not only to women Veterans but all Veterans. Surgical equipment for proper positioning, and new state of the art exam tables for primary care have also been delivered.

Women Veteran health care is an important aspect of the care we provide here within the VA Roseburg Healthcare System. The Women's Health Program has worked collaboratively throughout the past year to identify priorities for Veteran Centric Care and help fulfill gaps with the T21 funding that will leverage the most benefit for our Veterans across programs and sites.

Art Classes for Women Veterans

* Class size limited to 20 women Veterans per class *

* Students must pre-register *

Are you interested in taking an Art Class with other Women Veterans?

Over the next year the Roseburg VA Women's Health Program will offer 12 Classes at the Umpqua Valley Arts Association located adjacent to the VA Medical Center in Roseburg. Class size is limited to 20 Veterans per class and will be on a first come, first serve basis. Classes will be taught by local artists and are free of charge to Women Veterans.

* Class size limited to 20 women Veterans per class *

* Students must pre-register *

Date:	Class:	Teaching Artist:
Thursday, January 19, 2012 1:00-4:00 pm The Arts Center	Native American necklace & storytelling	Esther Stutzman

You must pre-register for the class:
541-440-1000. Contact Julie at 40050 or Marcia at 41326 to sign up.



Patient Centered Care

Written by Carrie Boothe and Jackie Barnett

Red Vest Alert!

Have you ever walked into an administration building or a hospital or even a mall with a specific location in mind but had no idea how to get there? You might look for a kiosk to find your way or wander in hopes you'd happen upon your destination. We've all done that at some point. Wouldn't it be nice if someone greeted you at the door, welcomed you to whatever establishment you are traversing, and then walk you to your destination? It would be nice wouldn't it? Well, that is what VA Roseburg Healthcare System (VARHS) leadership thought too. As a result, we recently launched The Ambassador Program through enhanced Patient Centered Care that includes ambassadors to perform that exact duty.



The VARHS Ambassador Program involves a group of 25 or more dedicated volunteers who wear bright red vests with a big logo marked "VETERAN AMBASSADOR" and included on the front is the VA logo. You'll find them at our long-time existing Customer Service and Information Desk, or wandering the halls of our near 200,000 sq. ft. hospital. What are they doing? Actually, they are looking for you. Bill Fuller, volunteer ambassador, explains, "It's easier for the patient to be taken to a destination than given directions, so, we take them to it."

The Ambassador Program supports all patients by escorting them to appointments or to various clinics for x-rays and labs. They also assist discharged patients to their vehicle or other necessary movement of patients within our facility. Ambassadors escorting patients out of the hospital inquire about the service they received during their medical center visit. Ambassadors also provide comment cards to the patient, family member or caregiver. Ambassadors encourage them to provide feedback through the use of these comment cards.

"The Veterans... they all raised their right hand to serve our Country- They are the most deserving patient population you will ever find, and the most appreciative."

Bill Fuller, Ambassador Program volunteer

So why do these ambassadors volunteer their time? They have a specific work schedule, they are on their feet a good portion of their day and they have to answer myriad questions. It sounds kind of like a paid-for job doesn't it?

Carl Stephens, a 21 year VARHS volunteer and member of the Ambassador Program believes, "Everybody ought to be a volunteer. It's very rewarding." Stephens, having spent 19 previous years volunteering as a driver to transport patients, believes wholeheartedly in helping people. Bill Fuller, ambassador and a retired VA Registered Nurse, couldn't agree more. Says Bill, "I love being of service to Veterans. There was no reason to quit just because I retired. The Vets, they all raised their right hand to serve our Country.



Red Vest Alert Continued on page 13

Kudos

Catch a Star Making the Difference

Shining Star To Jessica Anderson, Nursing Assistant, CLC)

Jessica maintained close contact to a patient with a high temperature of 102. Orders for antipyretic needed addressing so while the RN was busy clarifying orders, Jessica rotated cold cloths to the patient to assist. Way to go Jessica! Veterans First!

Recognized by: Pauline Donthett, RN

VA Roseburg Healthcare System's *Catch a Star* Program encourages staff and patients to fill out a *Catch a Star* form about staff when they feel they have made a difference.

The program is genuinely popular, and over the years we have posted the notes near our Coffee Cart in Building One for all to see.

We thought you'd like to see them so we are including them in our newsletter!

If you'd like to fill one out to recognize staff, forms are located throughout the hospital, or find them at our friendly Information Desk in Building One next to the Emergency Department.

"Individual commitment to a GROUP EFFORT- **THAT IS** what makes a team work, a **COMPANY** WORK, a SOCIETY WORK, A civilization work."

Vince Lombardi

Catch a Star Making the Difference

Shining Star To Dr. Garwood, VA Psychiatrist

" His kind and professional counseling and wisdom in dealing with my specific needs. He is also kind and calming in the way he approaches each counseling session. I'm grateful for his care."

Recognized by: Patient

Catch a Star Making the Difference

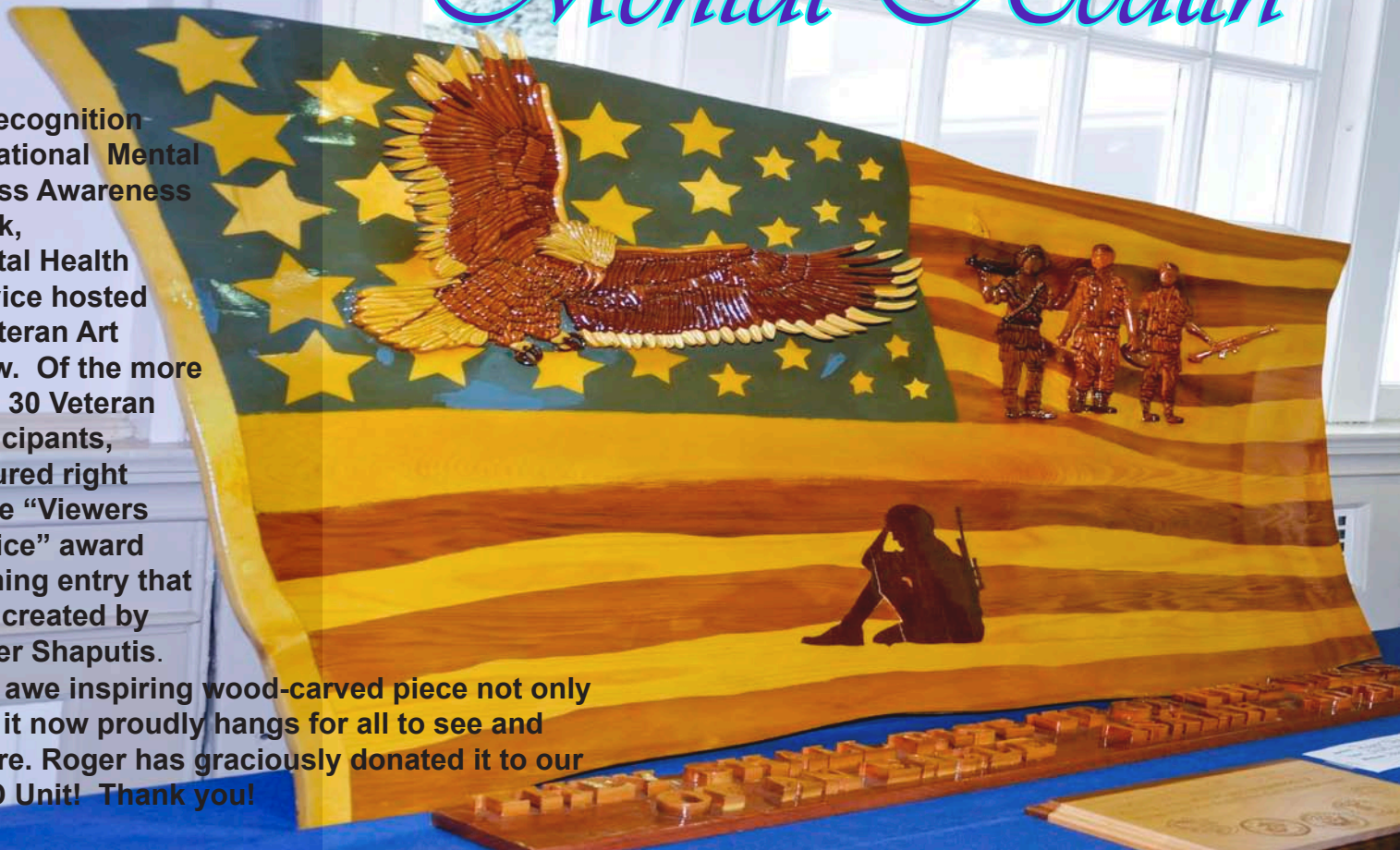
Shining Star To Sean Burris, Financial Accts Tech

Outstanding customer service to the Veterans! Sean goes above and beyond his duties to ensure the Veteran is getting their questions answered and concerns resolved.

Recognized by Melissa Watts, Program Support Assistant

In Recognition of National Mental Illness Awareness Week, Mental Health Service hosted a Veteran Art show. Of the more than 30 Veteran participants, pictured right is the "Viewers Choice" award winning entry that was created by Roger Shaputis.

This awe inspiring wood-carved piece not only won, it now proudly hangs for all to see and admire. Roger has graciously donated it to our PTSD Unit! Thank you!



New Models of Care

Written by Tracy Weistreich, PhD, RN

VARHS Associate Director Patient Care Services (Nurse Executive)

We're Talking Telehealth

As a Veteran living in a rural community, I appreciate the importance and challenge of having specialists available locally to meet our needs. Both VA Roseburg Healthcare System (VARHS) and the local community hospital struggle with attracting and keeping specialty providers. Now, if I want to see a specialist, I have to travel to Portland or Seattle or San Francisco to get services because no one locally offers them. The VA, though, has come up with a creative solution to these concerns. That solution is Telehealth and it has been around a very long time but only recently was used to offer new services to meet the needs of the Veterans.

In the past, telehealth was used to allow registered nurses to monitor some high risk patients in their home. This use continues but the technology has advanced so much that vital health information is available for the primary care provider and others to look at health status and trend changes over time. VARHS monitors approximately 350 patients each month using home telehealth. Another program that benefited from the old technology was tele-mental health where mental health providers could see patients in consultation without having to be in the same room or city. The other telehealth program that has been around awhile was monitoring of pacemakers and internal defibrillators for heart patients. Both telemental



health and telecardiac care are forms of clinical video teleconferencing.

The last couple years saw a huge change in the technology that allowed pictures to be taken of the inner eye (teleretinal imaging) and of the skin (telederm imaging) and send them to providers to read the images remotely and then diagnose a problem without the patient having to travel. The ability

See Talking Telehealth next page

In February
VARHS
Celebrates
The
National
Salute to
Veteran
Patients!

Find
All the
Details in
the February
Edition of:



We're Talking Telehealth....

to store these pictures and forward them allowed for quick specialty exams and more quick diagnosis of health status changes. More than 2000 Veterans were screened this way last year.

The VA Roseburg Healthcare System continues with home telehealth, clinical video teleconferencing, and store and forward for eye and skin images. It has grown to include bereavement counseling, spiritual assessment, and spiritual counseling by "telechaplancy." This program offers ethical consults and guidance within the system and for other VA facilities.

Recently, diabetes consults, treatment, and education by "teleendocrinology" have been added. Amputation patients are "seen" by a doctor in Portland by "teleamputee clinic." The telemental health program grew by leaps and bounds and saw more than 500 patients last year, allowing the Veteran to stay in his or her community and see a provider located somewhere else.

As a VA employee, I am very excited about the future of tele healthcare and the ability to use technology to keep Veterans in their community while providing specialty services that are not available locally. The nation is gearing up to use telehealth in many creative ways to resolve the needs of the Veterans and overcome supply concerns with provider availability. The region that includes Oregon VA facilities is adding more services this next year including home based telemental health, pre and post operative surgery consults, wound care, education, pain management,

liver transplant evaluation, cardiology, kidney care (nephrology), rheumatology, and primary care. The patient would stay in his or her community, visit a local Community Based Outreach Clinic or the main Roseburg campus, and the provider could be in any location throughout the region or United States. The visits are confidential and scheduled the same way face to face appointments are now. They are convenient and reduce the time Veterans spend traveling to and from appointments, which makes for the best time of limited specialty provider time, and increases access to care that is not currently available without travel.

Telehealth will never replace face to face visits. It is not meant to, nor will it replace the relationship that Veterans develop with their providers. It is meant to increase access to specialty care while reducing travel and time spent away from the home community. It is meant to allow for some exams to be done in preparation for face to face appointments later. It is an option for those who prefer to stay with family and friends, in their community, while getting needed care.

Tracy Weistreich is the VARHS Associate Director Patient Care Services (Nurse Executive) and can be reached at Extension 44202

For the direct (external) line to our Nursing Service, please call:

541-677-3056

We're here to

Serve You!

More New Models of Care



Elizabeth Ruegg RN, BSN VARHS Health Promotions Disease Prevention Program Manager

Patient Aligned Care Team (PACT) is a healthcare delivery model that is a patient driven and a team based approach to health and wellness. The Veteran, family/caregiver and healthcare team will establish a partnership to develop an evolving plan for care that will lead to lifelong health and wellness. The plan will address the whole person rather

than the condition or disease. The Veteran's wants, need and preferences will be respected and at the center of decision making.

PACT will focus on partnering with the Veteran to develop a health care plan and to provide support and knowledge required to make decisions and fully participate in their care. Increase access to care through a variety of methods; personal visits with primary care provider and aligned health professionals, group and telephone visits and secured messaging. Coordinate and manage all aspects of your health care within your team and care received outside your primary care team. The Veteran will be at the center of the PACT team

working alongside the primary care provider, registered nurse, license practical nurse or health technicians and clerical support assistant.

The VA's goal with this new approach to your healthcare is that it will lead to a healthier and more satisfied Veteran, decrease hospital visits and readmissions and provide a emphasis on prevention and health promotion.

For more information on VA's PACT with Veterans, go to:

<http://www.va.gov/PACT/> or see next month's newsletter!



PEOPLE



L to R- Debbie Wheeler, Kristin Meyer and Dr. "T" Thornsberry, pack the van in preparation for delivery

VARHS 2011

Children's Holiday Gift Drive

Thanks to all of you who participated in this year's Children's Holiday Gift Drive! We partnered with Douglas County's Child Welfare Program, and were able to provide gifts for 85 children currently in foster care. Our thanks to Debbie Wheeler, Secretary to the Chief of Staff, and Kathy Rocco, Secretary to the Nurse Executive, who organized this event – and to all their helpers!!!

Generosity



A very special Thank you to Teresa Vogelpohl, RN in the VARHS Short Stay Unit.

Teresa volunteered to decorate our tree on her own time in the old lobby- even her family pitched in!

She also decorated the tree in the Short Stay Unit.

Both trees were decorated with impressive artistic touches. Beautiful!

Thank you Teresa for your dedication in serving Veterans and making our campus delightfully festive for the holiday season. We appreciate you!

New Employees

WELCOME TO THE VA !

Misty Lewis, LPN, North Bend Clinic

Cheryl Berman, Supervisory Clinical Dietitian, Food & Nutrition Service

Jennifer Allred, NP, North Bend Clinic

Summer Percell, Intermittent RN, Nursing & Patient Care Service, Float Pool

Elizabeth Agan: LPN, Community Clinics, Eugene.

Bryan T. Adams, Supply Clerk, (Vending) Canteen Service

Stacey Longworth, LPN, Community Clinics, Eugene

Silda Silva, LPN, Community Clinics, Eugene

EVENTS CALENDAR

January 2012

SUN	MON	TUE	WED	THU	FRI	SAT
1	2 New Year Federal Holiday	3	4	5	6	7
8	9 VAVS Qtrly Meeting By invite	10	11	12 North Bend All Employee Meeting 11:00 am	13 Brookings All Employee Meeting 8:15 am	14
HEALTHY WEIGHT WEEK JANUARY 15-21						
15	16 Martin Luther King Jr. Federal	17	18	19 VARHS Quarterly Memorial Service Noon	20	21
22	23	24 Eugene All Employee Meet 11:00 am	25 National IV Nurse Day	26	27 Vietnam Peace Agreement (1973)	28
National Certified Nurse Anesthetists Week (Jan 22-28)						
29	30	31	National: -Glaucoma Awareness Month -Cervical Cancer Awareness Month -Volunteer Blood Donor Month -Thyroid Awareness Month			

VA Roseburg
Healthcare
System

Details:

Watch for great tips and information during Healthy Weight Week on our VA Roseburg Facebook page!

Go to:
www.facebook.com/VARoseburg
You'll find us there!

For all the news and information about VA Roseburg— find us on the web at Web at:

www.roseburg.va.gov

CHAPLAIN'S NOTES



*MIKE GILLESPIE
TAMMIE ELFADILI*



TELE-CHAPLAINCY: A NEW TELE-HEALTH PROGRAM

The VA Roseburg Healthcare System is the trailblazer in a new effort to make spiritual care available to Veterans at satellite locations. Tele-chaplaincy, a new Tele-health program, is in its first months and is already proving to be effective. With the use of video, Veterans are receiving counsel and are assessed spiritually from remote locations. Like the other Tele-health programs, Tele-chaplaincy is a convenience for Veterans who do not have access to transportation, and Veterans who are disabled or live too far to commute. From clinics, community centers, and possibly residences, Veterans can communicate with a Chaplain regarding spiritual matters.

The Veterans Health Administration makes spiritual and pastoral care be available as part of a holistic approach to caring for Veterans. Tele-chaplaincy affords Veterans the opportunity to receive a variety of counseling and other services they would not otherwise receive at a location where spiritual caregivers are not available. With voluntary consent from Veterans, Chaplains attend to Veterans' spiritual pain, such as guilt, depression, suicidal thoughts, and spiritual emptiness. As Veterans seek ways to improve their spiritual health, the Chaplain is available to provide spiritual guidance and assist Veterans in the decision making process. Veterans who request bereavement care can receive comprehensive counseling through the Tele-chaplaincy program. A video consultation helps the Chaplain to assess how the grieving Veteran is coping with loss, in hopes of offering comfort and access to support groups. Some Veterans may desire to discuss marital issues using Tele-chaplaincy. With or without their spouse present, Veterans can consult a Chaplain.

During a video consult, if a Veteran conveys that he or she prefers to meet with a spiritual/religious leader of his or her faith background, the Chaplain will contact such a Chaplain in the Veteran's community. While the VA Chaplain cannot guarantee that the community leader will be able to meet with the Veteran or perform a video consultation with the Veteran, the VA Chaplain will attempt to link the Veteran to the leader on some level. The spiritual needs and concerns of Veterans are important and a priority.

During Tele-chaplaincy consultations, Veterans can feel comfortable. Conversations with the Chaplain are protected. Chaplains performing Tele-chaplaincy from the workplace do so in an enclosed space. Chaplains engaging in Tele-chaplaincy from home, work in an approved space where confidentiality is uncompromised. The safety of Veterans is always top priority.

Submitted by Tammie Elfadili, staff Chaplain, VA Roseburg Healthcare System Tammie can be reached at 541-440-1000 Extension 40723 and Mike Gillespie at Extension 44721



Recreation Therapy



Dancing With the Stars

Recreation Therapy Community Programs:

The scope of practice of Recreation Therapy at VA Roseburg includes therapeutic interventions and diversional programming. A Recreation Therapist is assigned to each inpatient setting; Mental Health (PTSD and Substance Abuse Rehabilitation) and Community Living Centers (Transitional Care Unit-TCU and Protected Care Unit-PCU). In the Mental Health program, the goals are to strengthen skills to enhance the process of recovery and prevent relapse. The Community Integration program goals include: prevent/

decrease social isolation, develop/maintain social skills, develop self-advocacy skills, build skills to minimize disability stigma, master skills for managing environmental barriers, increase knowledge base and the ability to access community resources, and to increase overall activity level. In the TCU and PCU the program goals are to improve/maintain/minimize biological, psychological, and environmental deficits to enhance function, change behaviors, and offer quality of life elements.



Recreation Therapy programs whether on/off campus are largely supported by volunteer help and donations. Veterans Service Organizations commonly invite VA Roseburg inpatient Veteran's to lunch monthly to honor the Veteran with the gift of their time and resources. Recently Roseburg inpatients participated in the American Legion Santiam Post 51, Lebanon, Oregon Luncheon. This is a great opportunity for Veterans to engage in social camaraderie, build social skills, increase awareness of environmental barriers and community resources and appreciate

the pleasure of a country drive to view the south western portion of beautiful Oregon. Other Veteran Service Organization Luncheon destinations include Florence, Grants Pass, Albany, Lebanon, Sweet Home, Roseburg, Oakland, and Myrtle Creek. As portrayed in the photos, these organizations provide and honor Veterans with a meal, gifts, socialization, dancing, games and an incredible amount of love, compassion, understanding, and reverence for the service that the

Veteran has provided. The tradition of each organization is to salute the Veteran for their service. Recreation Therapy staff salute the organizations and individuals who financially support and provide in-kind donations for our programs.

Written by:

Karl Tanner-Recreation Therapy Assistant

Bill Bailey, CTRS-Mental Health

Marilyn Warren, MA, CTRS-Community Living Center

Photography by Karl Tanner



This is a way for me to give back to them.” Bob Shelander, a six year volunteer and Marine Corp. Veteran, is the third man on the Thursday shift and works the information desk. When asked why he volunteers, he jokingly said, “For the money!” Bill and Carl laughingly agreed. The camaraderie between the three of them is pure; felt, and genuine. Shelander concludes, “Volunteers should enjoy what they are doing. I enjoy it here with the other ambassadors and helping my fellow Veterans.”

In the short time this program has been up and running, the ambassadors themselves have provided many suggestions for improvement for our Veterans. From a malfunctioning door, to suggestions like providing class location listings and schedules to ambassadors, (i.e., diabetes education, MOVE program, etc.) which enables them to assist the Veteran/patient to the appropriate location, are all vital and important communications that overall enhance the services we provide.

The VARHS Patient Centered Care Coordinator also provides construction information to ambassadors so when they are frequently asked questions like, “What are they doing over there?” they can provide the appropriate information to our clientele about ongoing enhancement projects.

The goal of the Ambassador Program is to assist our Veterans and visitors with any and all of the information they need for an efficient and friendly experience at VA Roseburg Healthcare System. VARHS is proud of this energetic and truly caring group of ambassadors assisting us in providing continued exceptional customer service to our Veteran population. The Ambassador Program provides Patient Centered Care from the doors of the hospital to the exit, so don't be surprised when a red-vested ambassador greets you and guides you to your destination!

- Ambassadors provide customer service to patients, family and friends Monday through Friday from 8:00 am to 4:00 pm.

- Services within the medical center are encouraged to contact the Information Desk at extension 45201 when an ambassador is needed to escort patients, assist Veterans in finding specified areas within the hospital, or a variety of other customer service needs.

If you have questions regarding the Ambassador Program, please contact:

Jackie Barnett

Patient Centered Care Coordinator

541-440-1000; Ext. 44307



Lto R- Bob Shelander, Bill Fuller, and Carl Stephens visit between customers at the VARHS Information Desk



January Healthy Living Tips

Be Involved in Your Health Care

You can play an active role when you have a visit with your health care team. Here are some suggestions to help you be involved in your health care.

- Give complete information about your current health, past illnesses, past hospitalization and your concerns about your health.
- Bring a list of all medication you take including over-the-counter medications, vitamins, herbals and supplements. Know why you take each one of your medicines.
- Prior to your visit write down your questions and concerns you want to discuss with your team.
- Share your ideas and beliefs about your health problems and treatments.
- Tell your team about the stressful aspects of your life that affect your health and ability to manage daily activities.
- Work with your health care team to create your treatment plan and share in making decisions about your health.
- Ask for clarification on anything you don't understand.
- Tell your team if your conditions change or you are not able to follow your treatment plan.
- Speak up if you have concerns about your care or if you think something is wrong.
- Ask for written information and instructions that you can keep and share with your family or caregiver.
- Ask when and how you will get your results of any test or treatments.
- Know your team members names and how to access them if you need to speak to your team.
- Bring a friend or family member to help you at your appointment.
- Enroll in **MyHealthVet** website to receive information about your health, order medication and contact your team by secured messaging (email).

The content of this newsletter is provided to employees, volunteers and Veterans for information only. The information expressed in this publication does not necessarily reflect the opinions of, or include support of the Administration Boards, Editorial Staff, or Department of Veterans Affairs.



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