



MARCH  
2012

VISN 20

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

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2012

National Salute to  
Veteran Patients

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# From The Director

On December 12<sup>th</sup> & 13<sup>th</sup> VARHS leadership held our Annual Strategic Planning Meeting to chart the next steps for Fiscal Year 2012 and beyond. As a result of the meeting, five workgroups were identified to develop improvement action plans for FY12.

The workgroups, and the person assigned to lead the effort of each workgroup are listed below:

- Patient Centered Care – Sharon Carlson
- Purchased Care – Carol Bogedain and Michael Thornsberry
- Telehealth – Tracy Weistreich
- Patient Aligned Care Teams (PACT) – Dr. Alan Cohen
- Optimizing Value – Steve Broskey



*Carol Bogedain, Director  
VA Roseburg Healthcare System*

The action plans developed by the workgroups, and the progress of those workgroups will be shared with all employees with monthly updates in the VA Relay Newsletter as the workgroups begin to finalize and implement their plans. The Strategic Planning Committee has oversight responsibility for ensuring the action plans are on target and reporting the status to the Executive Leadership Board on a monthly basis. If you have specific concerns or suggestions regarding any of the topics listed above, please feel free to contact the key person listed for that topic.

The Civility, Respect and Engagement in the Workplace (C.R.E.W) Program is recruiting for employees who are interested in being trained as a facilitator for the program. If you are energetic and dedicated to ensuring our organization supports a culture of respect, this is the program for you. Additional information on this recruitment can be obtained on page 5 of this edition of the newsletter.

Also, to continue supporting our “*Culture of Ownership on a Foundation of Values*,” recruitment is underway for additional Master Certified Core Value Trainers. Training provided by the Network Office, with Joe Tye, CEO of Core Values, Inc., will be conducted the week of April 23<sup>rd</sup> in Portland. If you are interested in becoming a trainer for the Core Values, Inc. Program, and are available during this week, please contact Sharon Carlson at extension 43026 for further information.

Due to popular demand the *Brown Bag Luncheon* with the Director is back! The *Brown Bag* is a time for employees to have lunch with the Director, and improve communications regarding the rapid changes occurring in healthcare and the organization. The *Brown Bag* is scheduled for:

WHEN: Monday, April 2, 2012

TIME: 12:00 p.m. – 1:00 p.m.

Where: Library Conference Room

Carol S. Bogedain, FACHE

Director

# Years of Service Awards

Congratulations to  
VA Roseburg Healthcare System  
staff for their dedicated  
years of service!

## 20 Years



**Carolyn Otis**



**Deborah Wheeler**



**Rosie Grenz**



**Morris Reed**



**Netta Leong**

## 30 Years



**Robert Ford**



**Neil Maloney**

## 25 Years



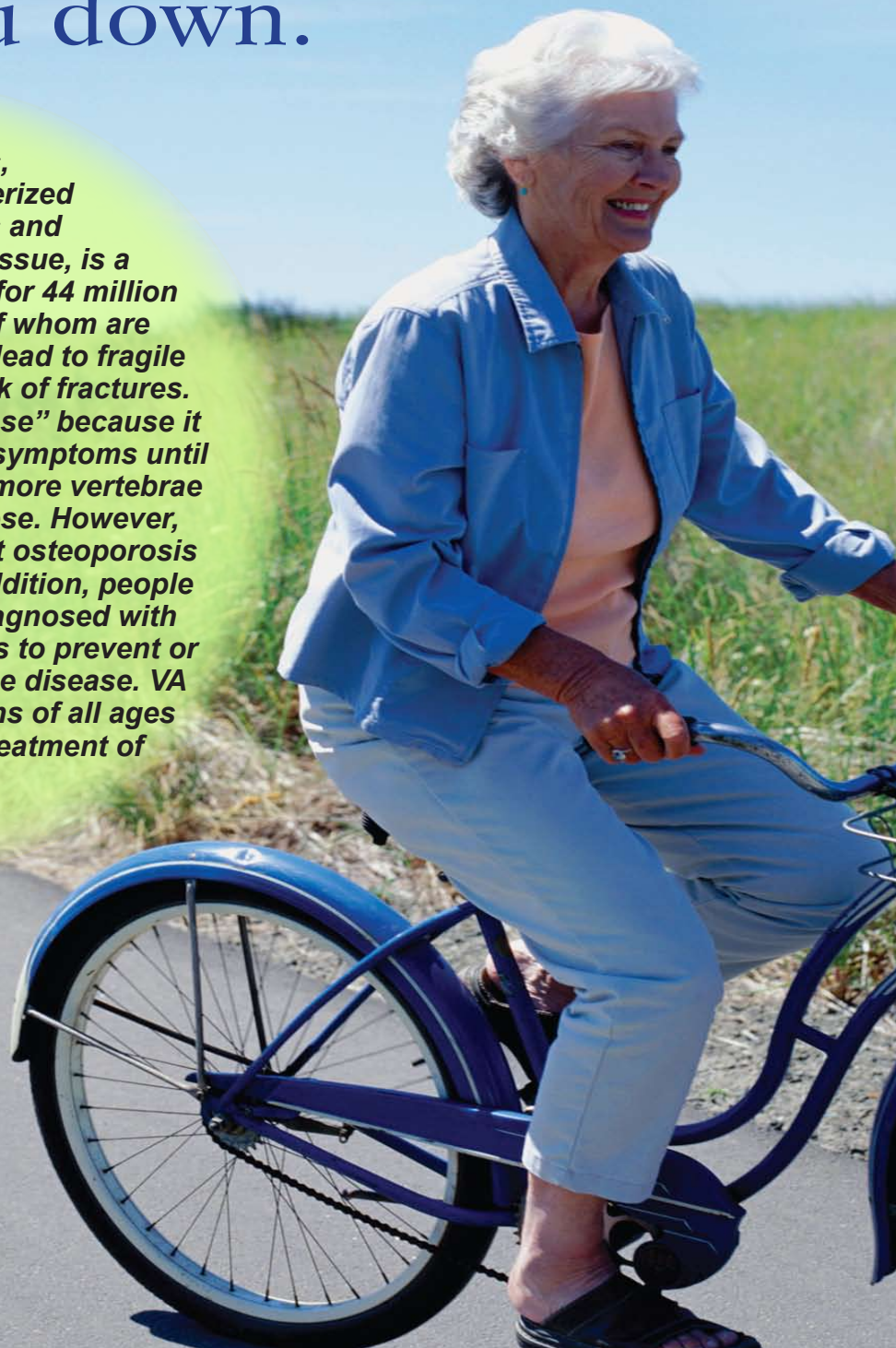
**Randolph Welnetz**

# WOMEN VETERANS HEALTH CARE

## Don't let osteoporosis slow you down.

***Osteoporosis, a disease characterized by low bone mass and deterioration of bone tissue, is a major public health threat for 44 million Americans, 68 percent of whom are women. Osteoporosis can lead to fragile bones and an increased risk of fractures. It's known as a "silent disease" because it usually progresses without symptoms until a fracture occurs or one or more vertebrae (bones in the spine) collapse. However, medical experts believe that osteoporosis is largely preventable. In addition, people who have already been diagnosed with osteoporosis can take steps to prevent or slow further progress of the disease. VA can assist Women Veterans of all ages in the prevention and treatment of osteoporosis.***

Let VA help.



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

# Patient Centered Care C.R.E.W. Update

**Civility, Respect, and Engagement in the Workplace (C.R.E.W.)** is a VA-wide culture change initiative with the goal to improve the work climate through civil and respectful interactions with each other. Facilitators are trained to facilitate discussions, encourage problem-solving efforts, and conduct exercises and activities that can help improve how the group participants relate to one another. C.R.E.W. is not magic; the changes will not happen overnight. The facility leadership, the workgroup's manager, as well as the group members themselves, must be committed and willing to engage in the process.

VARHS has been involved in the C.R.E.W. Program since 2009 and have achieved Advanced C.R.E.W. status as a result of demonstrating success in multiple workgroups, and having a solid, supported plan for continuing to build C.R.E.W. in our facility.

## **BENEFITS OF CREW:**

- Raise awareness of the importance of civility and respect among co-workers as well as with customers/ patients
- Increase understanding of the relationship between civility and successful achievement of VA's mission of **ICARE** (Integrity, Commitment, Advocacy, Respect, Excellence).
- Achieve agreement about what defines "a respectful workplace" in your unit or team.
- Identify barriers or bad habits that get in the way of achieving a respectful workplace
- Instill commitment to the common goal of "raising the bar" for acceptable behavior in the workplace
- Engage all staff in striving to continuously improve the workplace culture
- Notice the consequences of the improved atmosphere and celebrate them as a team

The VARHS workgroups who have completed the C.R.E.W. process are: Executive Office (Directors Office), Service Managers, Blue Clinic, White/Gold Clinics, RRTP (PTSD & Substance Abuse) Programs, the Call Center and Supervisors and Managers (pictured). Pre and post surveys are conducted for each work group. Post surveys have reflected improved perceptions in categories of: workgroup respect, work group cooperation, conflict resolution, coworker interest, coworker reliability, and civility. Upon completion of the program, the workgroups who have completed C.R.E.W. attend a graduation celebration and receive certificates issued by the Executive Leadership, pins, and a breakfast or lunch provided by the Canteen Service. Our goal is to present C.R.E.W. for all work groups throughout the organization to ensure we are providing patient centered care both to our internal AND external customers.

**February Graduation and Luncheon Celebration**



VARHS is committed to the C.R.E.W. Program and maintaining our Advanced Status. To maintain this status requires the efforts of many people and as a result, VARHS is recruiting for employees who are interested in being trained as facilitators for the C.R.E.W. Program. Also if you are interested in having C.R.E.W. for your workgroup please contact your supervisor.

If you are interested and wish to find out more about this exciting and vital collateral role, please contact Jackie Barnett, Patient Centered Care Coordinator at extension 44307.

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## Fortunate Veteran

I just finished paying a visit to the Roseburg VA Medical Center ER for a health problem. I was greeted by some of the nicest people you would ever want to meet. These people care about you and go the extra yard to help you.

Roseburg is very fortunate to have this facility. I want to thank all the people who treated me during my stay at the ER. You are good people and I appreciate all of you.

Respectfully,

P.H. Johns

Attn: Director, Carol Bogedain

Dear Ms. Bogedain,

My name is Linda Fuhriman and I am a Vet who had surgery (Partial Matrixectomy) on Tuesday, January 17, 2012 at the Roseburg VA Hospital. I want to let you know that I received the best care that I have ever received during a surgery. I had a bladder surgery at a clinic outside the VA in December of 2009. I feel they could learn a lot from the employees at the VA. I've always been happy with my care through the VA Healthcare System.

My care on Tuesday was with Dr. Malak and his OR nurses, Jackie and Stephe- (I did not get the last names of the nurses or the names of the staff that prepped me for the operation,) they are the most professional nursing staff I have ever dealt with. My comfort seemed to be first and foremost to these folks and they constantly made sure I was provided with warm blankets and that I was comfortable on the gurney and other furniture.

Thank you and all of the VA staff for the care they provide me and my husband, who is also a Vet.

*Linda Fuhriman*

Linda Fuhriman

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PEOPLE

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Kudos

**Catch a Star**  
Making the Difference

Shining Star: All of the C & P staff and Dr. Mitchell

Dr Mitchell is a very thorough and friendly provider. Also I really appreciate the fact that the C&P letters have all important info highlighted. In addition the reminder call the day before is a GREAT HELP.

Recognized by:  
Keith Panaro, Greatful Veteran

**Catch a Star**  
Making the Difference

Shining Star: **Robert Duffy**  
(North Bend Clinic)

**Running the front Desk-  
He did an Excellent Job!**

**Thank you!**

Recognized By: Karen Franklin

**Catch a Star**  
Making the Difference

Shining Star: *John Dick*

*Ensuring two Veterans had safe and adequate transportation, one to treatment in town and the other with Dementia to Portland. He arranged specific transport that will make all the difference to these Veterans. All above and beyond his duties!*

Recognized By: *Brenda Schneider, RN*

PEOPLE

New Employees

- Tammy Fisher, LPN - Acute Care Protective Care Unit
- Justin Lindsey, RN - North Bend Clinic
- Dr. William Stellar - Associate Chief of Staff for Medicine
- Dr. Stephen Miller - Primary Care Physician for Ambulatory Care

**Welcome To VA Roseburg!**

# Educa<sup>tion</sup>

## Meet the Education Department Staff:

Beryl McClelland, MSN, RN, Associate Chief Nurse Executive- Education and Designated Learning Officer, oversees all Education Department programs in addition to the management of the Telehealth Program. As part of VHAs transformation to a continuous learning organization, Beryl works with facility, VISN and national leadership to identify how to make cultural and program changes within the organization to support transformational change. Beryl works as a consultant with departments to assess not only staff and patient education needs but to support the development of staff competencies. Beryl is Past-President of VHA VEIN Field Educators and currently a member of VA's Learning Organization Transformation Board, VHAs Education and Career Development Workgroup, VHAs DLO workgroup, VA Academic Affiliation workgroup, VISN 20 Education Committee, Chair of VARHS's Professional Development Committee, member of the Acute Care Advisory Committee, Evidenced Based Practice Committee, Pain Committee, Executive Council of Nursing, and Workforce Succession Planning. You can reach Beryl at extension 44274 or come by the Education Department office to visit Josie.

Teresa Miller is our TMS Domain Manager and she can assist you with finding what you need in over a million TMS classes!! Teresa serves as a consultant to VA Roseburg staff that want to add facility based courses to TMS. Teresa will continue to provide ongoing training of TMS Super-Users as the TMS services expand to support employee education. With the welcome addition of Melissa Watts as the Education Department Administrative Support Assistant, Teresa will be dedicated full-time to TMS programming and education. You can reach Teresa at extension 44279.

Amanda Morrow, BSN, RN, former AFGE President, has joined the Education Department as a Staff and Patient Education Consultant and the Veteran Health Education Coordinator. Amanda is coordinating ACLS/BLS classes, teaching the Preceptor class, managing Academic Affiliation Agreements, Education Champion for Simulation, and the Chair of the Veteran Education & Health Committee. Amanda is working with all the patient care units to provide a staff education series on Diabetes and Congestive Heart Failure management and patient education, in addition to providing patient education support on insulin pumps. You can reach Amanda at extension 44225.



Linda Holbrook, MSN, RN, Clinical Educator, coordinates New Employee Orientation, Nursing Orientation, NNEI Scholarship program, VALOR Nursing program, Clinical Student Rotations for Academic Affiliations, New Supervisor Training, and Clinical Staff Education. Linda works with clinical staff in all areas to determine learning needs and assists in coordinating education offerings. Linda is the Chair of the Recruitment and Retention Committee and coordinates the annual Nurses Day celebration. In addition, Linda supervises all intermittent nursing staff. Linda can be reached at extension 44474.



Lynda Pope, RN, Staff and Patient Education Consultant and MyHealthVet Coordinator, manages the daily Introduction Clinic for Veterans new to our facility and this clinic will soon be available to our three CBOCs via V-Tel! Lynda facilitates the education of Veterans and staff on MyHealthVet and Secured Messaging with VA Roseburg being second in VISN 20 for the number of Veterans authenticated in MyHealthVet!! Lynda has trained all PACT teams in how to respond to Veteran Secured Messages in MyHealthVet, which is giving Veterans additional access to their healthcare at the VA. Lynda can be reached at extension 44428.



Melissa Watts is the new Education Department Administrative Support Assistant, joining our department on January 17<sup>th</sup>! Melissa had worked in the Billing Office prior to joining the Education Department. Melissa will be coordinating administrative services for the Education Department in addition to managing employee education requests, department fund control points, and special education projects. Please stop by and say hello to Melissa or call Melissa at extension 45119.



We would be happy to come to your department staff meetings to talk about what services the Education Department offers to our employees. If you have ideas for education classes, please contact anyone in the Education Department as we would love to hear from you!

# VARHS Performance Improvement Fair 2012



Performance Improvement Fair 2012 Winners  
Left- Virginia Danculovich accepts the award for Restorative Care Team  
Above- Marian Harris accepts the award for the Improving Pain Management Team  
Right- Mike Cowan accepts the award for the Transitioning Levels of Care Team

# Models of Care

## Roseburg Home Telehealth

### Providing the Right Care, at the Right Time, in the Right Place

Written by Kathy Andersen, RN and Angie Osborn, RN

*Hello. My name is "Roger." I am a 64 year old Vietnam era Veteran. My life is guided by daily routine. Every day begins the same. It needs to, because I am determined to remain the one in control. I wake at 8:00 am, so that I can be prepared and complete my morning routine before the alarm sounds. I wake and take my "dry weight," this is a weight taken first thing in the morning, while still in my night clothes and with an empty bladder. I record this weight in my notebook each morning. I dress and make my way to the kitchen to prepare a carefully planned breakfast. Before I eat, I test my blood sugar, calculate and administer the correct dose of insulin, and take my mountain of medicines. Then I eat breakfast and wait in anticipation of the alarm to chime.*



VARHS Telehealth Care Coordinators Back L to R:  
Angie Osborn, RN, Kathy Andersen, RN, Dayna Kaney, RN  
Front: Chris DeLong, PSA, and Cindy Bright, RN

*At precisely 10:00 am, I am welcomed by the alarm. It is my reminder to actively take part in the management of my health care. The chime is coming from my Viterion, a simple computer device given to me by the VA. I begin by answering a few questions targeted to help determine how I am doing today. I am then prompted to take my oxygen level, blood pressure, peak flow, and enter my blood sugar and weight taken earlier. This data is then securely transmitted over a 1-800 number. The Viterion is my connection to my care coordinator, a specially trained RN who closely monitors my condition, offers me assistance, and helps to guide me along the path to better manage my chronic disease. I will not allow my chronic disease to manage me. I feel empowered and able to manage my disease, my health, and my life.*

Few people enjoy living every aspect of their life guided by a designated schedule. For those individuals who live every day with chronic disease, a schedule can be an important part of daily life. According to the Centers for Disease Control, more than 133 million Americans, or 45% of the population, have at least one chronic disease. The VHA Home Telehealth program closely monitors Veterans with chronic conditions such as congestive heart failure, diabetes, hypertension, and chronic obstructive lung disease (COPD). Home Telehealth helps to educate and prepare Veterans with the tools and guidelines necessary to effectively manage their chronic diseases and take charge of their life.

Home Telehealth (HT) is not new to the Roseburg VA. It started in 2003 and remained small for several years, with only one or two nurses in the program. Today, HT has grown to include four registered nurses and a clerk and serves over the 300 Veterans, with plans for continued growth in the future. Our Veterans live in several outlying communities throughout southern and central Oregon and northern California, including Crescent City, coastal communities, Eugene, Roseburg and surrounding areas. The HT nurses work closely with the Patient Aligned Care Team (PACT) to provide a more intense level of care management to these Veterans.

In addition to Home Telehealth, the TeleMOVE! program benefits Veterans by offering support with weight management. More than 80 patients have participated in TeleMOVE! in the past year. Many have experienced dramatic weight loss by following the self management plan. One Veteran has lost more than 80 pounds by making healthy lifestyle changes. The accountability and support of TeleMOVE! has been the key to this Veteran's weight loss.

Home Telehealth is a little known program that is making a big impact in many Veterans' lives. If you would like more information about the Home Telehealth program, contact the Home Telehealth office in Roseburg at (541)440-1000 extension 44473.



# CHAPLAIN'S NOTES

MIKE GILLESPIE  
AND  
TAMMIE ELFADILI



## Spiritual Care How-To's

**Chaplain Consult:** Any healthcare team member with access to CPRS can submit a Chaplain Consult for inpatients or outpatients.

**Chaplain Telehealth Consult:** For use in CBOC's, Chaplain staff in Roseburg can be consulted to contact a Veteran remotely. The procedure is similar to making a normal Chaplain Consult.

**Baptism:** Available for Veteran patients depending on medical condition.

**Contacting a Pastor or Faith Leader:** Requests should be routed through Chaplain Service.

**Rosaries and Crosses:** Available by request. Short versions available for Ward 3P.

**Admission Question:** According to VHA policy, ward clerks on each unit must ask: *"Are there religious practices or spiritual concerns you want the Chaplain, your provider, and other health care team members to immediately know about?"* If yes, Chaplains are to be sent a reminder due in VISTA.

**Holy Communion:** Served at Christian Chapel Services on the second Sunday of each month. Also served weekly by Catholic Eucharistic Ministers. Available by request. Call 44722.

**Weddings and Funerals:** Chaplains officiate weddings and funerals as available and by request. Call 44722.

**Other Ceremonies:** Chaplains arrange Last Rites, Sweat Lodge, Smudging and other ceremonies as requested from local resources.

**More Information:** See Chaplaincy page on Newswire under Services.

**Reaching a Chaplain (administrative hours):** Call Wayne Johnston at extension 44722, Mike Gillespie at extension 44721, or Tammie Elfadili at 40723.

**Reaching a Chaplain after-hours:** Consult the Chaplain On-Call Schedule on the opening page of Newswire. Phone the Chaplain on call directly.

**Personal, Marital, or Bereavement Counseling:** By request from Chaplains for Veterans or employees. Call Mike, Wayne, or Tammie.

**Bibles, Other Sacred Texts, Devotional Guides, and Self-Help Literature:** Available in the Chapel area and by request.

# Human Resources

## Resume Tips

FIND  
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1. Ensure your resume' is updated for the job in which you are applying.
2. Read the application requirements carefully. Make sure you are in the area of consideration. If you are unsure, please ask the HR Office who is recruiting for the vacancy.
3. When applying on USA Jobs, review your submission for any misspelling or mistakes.
4. Get daily or weekly updates on job openings in your area from USA Jobs, and apply often.



### Employer & Career Expo Wednesday, March 14, 2012

**9:30 a.m. – 3:30 p.m.**  
**Douglas County Fairgrounds,  
Conference Hall**

5. Entry-level jobs are a great way to get your foot in the door, which provides opportunities for higher level positions.
6. **Go to local job fairs.** You never know if a company will do an on-the-spot interview. You also don't know who you will run into, or who your might be able to network with, which may be a help for future positions.
7. A college degree isn't always necessary, but education is always useful. Veterans, if you are thinking of going back to school, check on your G.I. Bill benefits. G.I. Bill students may also qualify for work study programs, which help you gain work experience and may help for future employment.
8. Make sure you have all your paperwork in order so you are not scrambling. If you are a Veteran, make sure you have a DD form 214. Make sure you have proof of your college education, and, if you're a male, a selective service registration number.
9. Reach out to veteran organizations which may be able to help you with your resume.
10. Sell yourself. If you make the cut for an interview, dress the part, have confidence, and show the interviewing manager why you are the best person for the job.

*Meet the VARHS Human  
Resource Recruitment  
and Staffing Team:*

*Pictured Lto R:*

*Brenda Longoria,*

*Rosie Grenz,*

*Pam Phelps,*

*Isabel Adams,*

*Yvette Taylor*

*Front: Patty Murphy*



# Advanced Nurse Practitioners

*Written by Patricia Lawrence  
Nurse Practitioners Board Certified*

The Nurse Practitioner Committee asked me to introduce myself and give a short synopsis of my contributions to the VA Roseburg Healthcare System (VA) as a Nurse Practitioner with multiple specialty licensing and multiple national certifications. I believe it best told by giving an over view of exactly what makes a Nurse Practitioner a clinical professional.

Over the past several decades Nurse Practitioners have played significant roles in the Federal VA system as health care professionals. There is abundant evidence based research which supports how Nurse Practitioners provide effective and high-quality patient care both within all the Federal VA Health Care Systems and

outside of the Federal VA system. Multiple studies support high patient satisfaction with Nurse Practitioners as primary and specialty clinical providers. There are a number of studies demonstrating positive outcomes from Nurse Practitioner care leading patients into healthier and happier lifestyles by increasing each patient's overall wellness.

Through legislation each state determines the level of independence a Nurse Practitioner will have in their specialty. In most states, the State Board of Nursing is responsible to enforce how Nurse Practitioners function within their states legal scope of practice. This is defined in each states statute under the Nurse Practice Act. There are a very few states that require involvement of the State Board of Medicine in the oversight of Nurse Practitioner scope of practice concerns. Some states require a collaborative agreement with a practicing physician. Some states limit what type of medications a Nurse Practitioner can prescribe, reducing their ability to prescribe controlled substances. Many states especially in the Western United States, legally give Nurse Practitioners full practice privileges that are comparable to their physician counterparts. Oregon is one of the states that give Nurse Practitioners full practice privileges and they play an integral part in Oregon's overall health care system. Each Nurse Practitioner's graduate level education prepares them for a specific specialty area of practice. Some of the most popular are Family Nurse Practitioner (Primary Care Provider or PCP), Woman's Health Nurse Practitioner, Psychiatric/Mental Health Nurse Practitioner, Pediatrics Nurse Practitioner, Anesthesiology Nurse Practitioner, Nurse Mid-wife and there are several more. To practice as a Nurse Practitioner a graduate Master's degree in Nursing is the minimum requirement with a current movement to make the Doctorate of Nursing Practice degree minimum requirement by 2015. Each Nurse Practitioner will usually carry 3 active licenses: a Registered Nursing license, an Advanced Practice Nursing license, and a license to prescribe medications- all within the state they plan to work in.

More and more Nurse Practitioners are returning to school to pursue multiple specialty areas for practice under a Post-Master's Certification. The State Boards of Nursing allow Nurse Practitioners to acquire complete independent licensing and prescribing for each specialty area once a Nurse Practitioner can show competence through completion of accredited graduate level education programs with specified clinical practice hours. Nurse Practitioners can also acquire specialization in the sub-specialty areas of practice in which there are no formal degrees from institutions of higher education but instead they earn certifications and portfolios that support their work experience, expertise, and focused advanced training. This gives them credibility to move into areas such as Dermatology, Orthopedics, Cardiology, Neurology and other such sub-specialties. All Nurse Practitioners in a sub-specialty are of multiple disciplines of practice. Once a Nurse Practitioner is licensed under the State Board of Nursing in one or more specialty areas of practice, she or he in Oregon practice completely under their own professional responsibility. This makes them liable for their independent professional decision making. Multiple specialty licensing increases the value of the Nurse Practitioner professional. This allows cross-training into other departments and expands their insights into how to meet the

*Continued Page 14*



multiple and complex health care needs of the Veteran population by offering greater holistic and preventative approaches to care. As a team player; a Nurse Practitioner who can fill the needs in multiple care delivery areas acquires a broader understanding of how to make effective connections between departments which reduces some of the fragmentation and isolation that occurs in health care delivery, often known as the “silo effect.”

Nurse Practitioners are highly skilled, highly educated and valuable strategic players in the delivery of health care. By maximizing the educational preparation and clinical experiences of Nurse Practitioners many of the dilemmas facing us in health care delivery can be overcome. We need to open perceptions that support the idea there is no one person or one profession who can independently meet all the needs of our Veteran population. By embracing a multidisciplinary approach, where all health care professional’s contributions are valued and utilized at their maximum level of expertise, we can effectively and efficiently meet the highly complex needs of our Veterans.



## Patient Aligned Care Team



### March Healthy Living Tips- Eat Wisely

Eat Wisely to maximize your health. Eat a variety of foods including vegetables, fruits and whole grains. It is important to include fat-free or low fat milk and milk products in your diet, and limit total salts, fat, sugars, and alcohol.

#### Make half your plate fruits and vegetables.

- Aim for 5-9 servings every day of fruits/vegetables
- Choose vegetables from different groups (different color groups). Such as tomatoes, sweet potatoes, and broccoli, in main and side dishes.

#### Vary your protein choices.

- Eat 2 or more meatless dishes per week
- Choose Fish rich in mega-3 fatty acids (salmon, trout and herring)

See TIPS page 16

# Put Life Back Into Your Life

I was tired. I hurt all the time. It felt like my health problems were telling me what I could and couldn't do. The **Living Well Workshop** from Stanford University put me back in charge.

Now I have the energy to do the things that matter. ***I've put life back in my life.***



### Stanford Living Well Workshop

Where: VA Roseburg Healthcare System  
913 NW Garden Valley Blvd.  
Roseburg, OR. 97471  
Building 16 (upstairs)

When: Introduction April 2, 2012  
Time: 9:30 am

Then: Six consecutive Mondays  
Begins April 9 through May 14

**Enrollment is limited. For more information or to enroll, please call:**  
**(541) 440-1000**

**Extensions 44274 or 44225**

# Voluntary Hosts 2012 National Salute To Veteran Patients

Surrounded by a sea of red, white and blue heart-shaped balloons destined for delivery to our Veteran patients, Director Bogedain opens the day's event by addressing the large crowd with welcoming comments during the formal ceremony in our Auditorium



**Veteran Service Organizations Host Games**



**Cards Delivered!**



**Bill Smith, Voluntary Chief Event Coordinator**

**Sew and Sews Club of Sutherlin provided quilts and afghans**





- Choose lean meats and poultry
- Limit red meats
- Avoid bacon, cold cuts, and other processed meats
- Choose unsalted nuts as a snack or place them in salads or main dishes

**Make at least half your grains whole.**

- Choose 100% whole-grain cereals, breads, pasta and brown rice
- Eat 3 ounces or more of whole grain cereals, breads, crackers, rice and pasta per day
- Avoid refined grains like white bread, pasta and rice

**Got your dairy today?**

- Switch to skim or 1 % milk
- Eat 3 cups per day of fat-free or low-fat milk products, such as yogurt or soft white (cottage) cheese
- If you don't consume milk choose lactose-free milk products and /or calcium-fortified foods and beverages
- Cream, cream cheese and butter are not part of the dairy food group, they are high in saturated fats and little or no calcium.

**What about Fats?**

- Use healthy oils like olive and canola
- Don't add fat when cooking
- Select low-fat, fat-free and lean food choices
- Avoid foods that have *trans* fats (crackers, cookies)
- Eat less cholesterol containing animal-based foods (egg yolks, whole milk, red meats, poultry)
- Heart healthy fats are found in fish, nuts, most vegetables oils

**Cut back on food high in solid fats, added sugars and salts**

- Avoid foods with coconut, palm, palm kernel oils, hydrogenated and partially hydrogenates oils, shortening and stick margarine.
- Drink water, tea, coffee with little or no sugar instead of sugary drinks
- Choose fruit for dessert and eat sugary desserts only occasionally

FEATURED

# Recreation Therapy and Mental Health

## Four Men At Work

*Written by Carrie Boothe  
Public Affairs*

Two big white buses carrying 27 of America's heroes rolls into the Post 51 American Legion parking lot in Lebanon, Oregon.

Waiting there are 20 Lebanon Junior Reserve Officer Training Corps (ROTC) students clad in full camo, hats and boots. They close rank in anticipation as the VA Roseburg Healthcare System's specialized bus doors open and unfold.



The heroes make their way down the steps. Patients in wheel chairs are assisted by Bill Bailey, Recreation Therapist, Karl Tanner, Recreation Therapy Assistant, Abby Gillespie, CNA in our Protective Care Unit (PCU) and volunteer KC Watson, the team working together to orchestrate today's outing hosted by the American Legion Auxiliary.

Greetings from the JROTC group include handshakes and bona fide smiles. "Thank you for your service," echoes all around. The patients of our PCU, the Community Living Center (CLC), and current participants in our PTSD (Post Traumatic Stress Disorder) and Substance Abuse programs are guided into the building.

*Continued page 17*





*Lebanon JROTC members Dakota Barnes (left) and Alex Gardner-Andrews show off for the camera during their visit with Veterans.*

self-censored his letters to his mom, “to keep the home front at ease,” and began blocking out what he was experiencing while there. He continued the same behaviors when he got home.

VA Roseburg Mental Health Service includes a 10-bed Post Traumatic Stress Unit that serves Veterans of all ages, from all branches of the Military and years of service. Since the onset of the PTSD Program in the mid-1990’s, the course has continually evolved to meet the unique needs of our Veteran patients. The current six-week program includes therapeutic passes where Veterans can go home for the weekend if applicable, but with that, comes homework. Our Program covers a broad base of subject matter and according to current program participant, Ray, an Army Vietnam Combat Veteran serving from ’69-’71 as a Door Gunner, “It’s excellent for learning coping skills, grounding, and the whole ball ‘a wax.”

Ray participated in the program years ago and joined again recently. He explains, “The atmosphere now is a little less structured than it used to be, but in a positive way. Although our schedules are very busy, it’s more relaxed.” Ray has also been involved in the VA’s HUD/VASH program in the past and spent a couple years at the White City VA. “Now I have my own house, and I have re-married. It’s all very good and helpful. I would definitely recommend the PTSD Program,—especially to our younger generation of Veterans.”

Brunch was served by Legion and Auxiliary members and comprised of hot blueberry pancakes, ham, hashed brown potatoes and perfect cinnamon rolls. The scene became one similar to a large family gathering; perhaps a reunion. Conversation, laughter and sounds of clinking plates filled the hall. The JROTC members sat next to our Veterans and helped those that needed assistance. They were clearly and exuberantly enjoying getting to know our heroes! What a beautiful noise.



With full bellies, the verve settled slightly, but didn’t last long. Seems the band had arrived.

The view becomes a sea of red and white. Big red hearts decorate the walls; white table cloths, red napkins and heart-shaped chocolate candies dress the tables. Men and women are bustling around with coffee pots, offering soda and providing more welcome comments as they work their way through the crowd. Scents of breakfast cooking fill the room.

Charlie, a 64 year old Army Vietnam Combat Veteran, appears relaxed and reasonably comfortable. Others; not so much. Bill Bailey explains, “Those with PTSD often find new environments intimidating and challenging. Just getting on the bus to go on the day trip is considered a triumph in the recovery process for many.”

Charlie, two thirds of the way through our PTSD Program, understands. He waited 40 years before joining the Program that he says, “has made me examine some long-term behaviors that I wasn’t even aware I was doing.” He explained that while in Vietnam as an Infantryman from 67’- 69’, he

After listening attentively to one patriotic song the dancing commenced. JROTC girls and boys politely encouraged Program participants and many of our PCU patients to join them on the dance floor. Karl, Abby and others helped patients to their feet and those with limited mobility out of their wheel chairs. Karl kept a close eye on “his guys” as they were carefully escorted to the dance floor. “This is my favorite part of the day,” said Karl, “It’s so good for our PCU patients. They are getting exercise and enjoying every second of this. Just look at the smiles on their faces. They may not walk too well anymore, but boy, can they dance!”



*Pictured Left to Right: Tanner, Charlie, Ray and Wade*

Of course not everyone danced. Tanner, a 24 year old Iraq Army Veteran, who served from 2005-2008, was sitting at the table and willing to share his thoughts. “As an Infantryman,” he began, “I learned...to perform the words...., *search and destroy*...my job requirement. We would have to enter houses that we knew had people inside with guns and they wanted to kill us. I did not allow fear. I was not scared. I experienced an extreme adrenaline rush, a survival skill. I was not afraid to die at the time.”

Tanner was involved with explosions that resulted in a diagnosis of Traumatic Brain Injury (TBI). When he got out of the Military in 2008, he explained, “Vets don’t always know where to turn to. I turned to criminal activity. I was seeking the adrenaline rush I experienced during my deployment. I got in trouble...spent time in jail. My personality had changed but I didn’t understand it.”

An option to assist Tanner with his criminal charges was to enter our PTSD Program. “The first day I got here, I didn’t want to be here. I didn’t want to come.” But once Tanner got involved in the Program, he changed his mind. “Being with the older Vets and relating to what they went through because of what I went through.... yes, it’s two different wars, but the same experiences, so it works.” Tanner’s advice to other Veterans? “The VA does a pretty good job of taking care of their Vets. Don’t let your mind suffer through alone. The group [Therapy] helps. And with TBI...it will help you in the long run. It’s helping me.”

Another PTSD Program participant, Wade, an Army Infantry Veteran serving from 1993-2010, didn’t want to join at first either. His father, a former graduate of our PTSD Program brought him to us. Wade clarifies, “I was suicidal a couple weeks ago, but I’m not now. And my old pattern of behavior-I would get angry....I would feel bad because I would hurt the people I love. Then I would isolate. After a while, I’d feel ok, or think I was ok. Then the same cycle would start....over and over again. My dad brought me down from Salem. I was very angry. In the beginning, I fought the Program.”

After three weeks with us, Wade has experienced an amazing turn around. He reiterates, “By the second week here, I decided, finally, (he smiles) to run with it instead of fight it. Since then, it’s been a breeze.” Given the



*Lebanon JROTC provide an extended salute as our heroes load back on the buses for the trip home.*

opportunity to explain his thoughts about the PTSD Program to other Veterans, Wade comments, "Don't wait 'till you are so damned low before seeking help. If you have an open mind and are willing to listen, you will get so many variations of coping skills." Wade says the staff is great and asks his fellow Veterans, "Don't fight the system. Keep an open mind, and please, please, don't wait."

Winding up the day, our group slowly traversed back to the parking lot and into the buses. Gathered there again, is the Lebanon JROTC. As the wheel chairs are lifted and our patients secured in their seats, the JROTC stood at attention, saluting, in silence. Could there be a more powerful showing of respect? What an impressive group.

This day includes one example of the dedicated efforts our community, our Recreation and Mental Health staff, our volunteers, our Veteran Service Organizations and our Veterans make to better the lives of others and each other. In addition to scheduled therapeutic outings, and as another integral part of our PTSD Program, we provide Evidence Based Therapy that encompasses Prolonged Exposure Therapy treatment for PTSD and Cognitive Processing Therapy; new treatments initiated within the last year.

As the bus pulls away and we are on the freeway heading south, Veteran Charlie sums up and speaks further about his feelings about our program. "I am getting close to graduation. When I get home, I'm going to post my handouts on my wall-to remind me. I will improve my communication skills with my family by *reflecting* instead of using my combat skill training, *reacting*, like I learned so long ago in the Military. And finally, "I would encourage other Veterans to get involved. The subject matter is good. The Program, well organized."

For more information about the VA Roseburg Healthcare System PTSD Program, Veterans can contact their Mental Health Practitioner, or Suzie Faas, Admissions Coordinator, at 541-440-1000 extension 44050.

*\*Note- A special thanks to Bill Bailey and Karl Tanner for allowing and encouraging me to participate in this activity. Your work and dedication in serving Veterans is evident in all you do.*

*Thank you Lebanon's JROTC, The American Legion, the American Legion Auxiliary, and the band. What a wonderful day spent for all in attendance.*

*And especially, a big thank you to Charlie, Wade, Ray and Tanner. Your commitment to your healing, admirable, your service to our Country; immeasurably appreciated, and your courage in reaching out to other Veterans by telling me your stories and using yourselves as example; commendable. From the heart, I wish you all the best.*

*Carrie Boothe  
Public Affairs Office*

# Donation Recieved



On February 23, 2012, The In Country Vietnam Veterans Motorcycle Club donated Wii Games, Controllors, books, art supplies and games to be used by Veterans participating in our PTSD Program. Club members Chet Hanson, Bruce Thouvenel and Bruce Makela presented the items to the current patients, and PTSD staffers. On behalf of all of VARHS, Thank you In Country Vietnam Veteran Motorcycle Club!

# Your Quick Links

Look for these quick links at:  
[www.roseburg.va.gov](http://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

**My healthvet**  
VA's Personal Health Record  
Access Health Resources  
Track Your Health  
Refill VA Prescriptions  
Register Today!  
[www.myhealth.va.gov](http://www.myhealth.va.gov)



Find us on Facebook!

[www.facebook.com/VARoseburg](http://www.facebook.com/VARoseburg)

Look for us on the Web at:

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

# Events Calendar

## March is:

**NATIONAL WOMEN'S HISTORY MONTH-** Watch the Newswire and VA Facebook for event details!

**NATIONAL SOCIAL WORKERS MONTH**

**March 14-** Job Expo, Fairgrounds See ad page 12

**March 17-** Happy St. Patrick's Day!



**March 27-29-** Introduction to VHA model of Patient Centered Care- Watch the Newswire for details!

**March 30-** Happy Doctors Day!

## Million Veteran Program!

### -Attention Veterans-

Use the link below to find more about how you can help with a new VA study being conducted on how genes affect health! VA is working towards building the world's largest medical data base! The information you provide is anonymous.

<http://www.research.va.gov/resdev/mvp/default.cfm>

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