

FROM THE DIRECTOR



*Carol Bogedain, Director
VA Roseburg Healthcare System*

Dear Staff,

School is out and summer vacations have begun. Please make sure to use caution and safety measures when participating in outdoor activities such as swimming, rafting, biking, etc.

Speaking of biking, did you know that VA Roseburg Healthcare System (VARHS) was a recipient of a \$134,128 grant from the VA Oregon Rural Health (ORH) to advance cycling for Veterans? We may be the first VA facility in the country to establish a cycling for health & wellness pilot with the Veteran Cycling for Health & Wellness grant. One of the pilot's components is bike sharing. With these ORH funds, VARHS will be purchasing and implementing a bike sharing program on the Roseburg VA campus. If the program is successful, we will consider expansion to the Community Based Outpatient Clinics (CBOCs).

The video in the attached link explains the benefits of a bike sharing system:
<http://www.youtube.com/watch?v=jlFeSHCviuU>

Another biking event is the Prosthetics Day/VA MOVE Cycle Event. VISN 20 facilities voluntarily participate in a local cycle event between May and October 2012. The facility with the most miles ridden wins the cycle trophy – awarded on VHA's National Prosthetics Day (November 1, 2012). Last year, VARHS had 48 cyclists ride a total of 1,375 miles; winning the VISN 20 Prosthetics Day/ VA MOVE Cycle Event trophy.

VARHS has scheduled our cycle event on September 8, 2012, starting and ending at River Forks Park. Cyclists ride various bike routes (15, 30, 50, 75, & 100 miles) throughout the beautiful Umpqua Valley. For more information, contact Jim Manser at (541) 440-1000 extension 44797.

In an effort to increase communication with staff and obtain a clearer understanding of employee satisfaction, I have implemented a program to meet with all new employees when they have achieved their one year anniversary. I currently meet with new employees at New Employee Orientation at the start of their career with VARHS and present an overview of the organization.

The meetings with new staff will enhance the work the Work-life Improvement Team (WIT) is doing to identify employee stressors and the effect they have on employee satisfaction and organizational outcomes. Also, the meetings with the new employees will assist in identifying the training needs and career aspirations of our employees.

Find more information about WIT on page 18 of this newsletter and if any staff member has questions and/or suggestions regarding the WIT, please contact Jim Manser, Chief, Prosthetics and Sensory Aids, at (541) 440-1000 extension 44797.

Have a wonderful summer!

Carol S. Bogedain, FACHE

Director

ARE YOU IN?

Attention Veterans!

VA Roseburg Healthcare System Veterans are joining MyHealthVet (MHV) at an unprecedented rate, with 50.34% of Unique Veterans in our catchment who have an upgraded account. With secure messaging, Veterans opt-in and upgrade their account to access the secure messaging feature.

What is IPA?

IPA stands for In Person Authentication, which is a release allowing medical records to join with Veterans MHV account so labs, wellness reminders, appointments and secure messaging will be available in their upgraded account. IPA is necessary to obtain a premium account in Ebenefits.

What is Opt-In?

When Veterans opt-in, they agree to the terms and conditions of use for secure messaging. Secure messaging is electronic communication similar to an email with the patient's providers and teamlet. By the end of September 2012 all providers in Roseburg, Eugene, Brookings, North Bend and Portland will be accessible on secure messaging.

FOR MORE INFORMATION GO TO:

www.myhealth.va.gov



Take greater control over how you manage your personal health and improve communications with your VA health care team through an exciting website created just for you...

My HealthVet

Put yourself in
the drivers seat.

Take Control
My HealthVet can help you today

See... Share... Learn... 24/7!

My Health, My Care: 24/7 ^{Online} Access to VA

Look for us on Facebook!
“Like” our page and you will find updates, construction news, photos and even an app with more information about MyHealthEvet!

www.facebook.com/VARoseburg

Occupational Health Nurse Practitioner

Many VHA facilities have advanced practice nurses (NP), academically prepared at the master's or doctorate level, in their Occupational Health (OH) departments. OH at VA Roseburg Healthcare System (VARHS) was reorganized in July 2010 with its first nurse practitioner (one classification of advanced practice nurse) as the full time primary provider. Before then, the provider role was filled by a physician on a part-time basis.

My name is Nancy Fuller and I am the Occupational Health NP. I am a board certified, licensed independent provider. I transferred to VARHS from Hines VA Hospital, Hines, Illinois, where I worked for more than fourteen years in the Cardiology Service.

Here at VARHS, I report directly to the Associate Director Patient Care Services/Nurse Executive. Since June 2011, I have been the Supervisor for the service, another milestone in reorganizing the Occupational Health Program. Two full-time Registered Nurses (RNs), one part-time RN, and a Program Support Assistant report to me.

I have responsibility for ensuring that the OH program fulfills its mission to, "Create a safe and healthful working environment for all healthcare workers."¹ I collaborate with almost all other facility programs in promoting a productive and healthy workforce.

My duties cover performing all pre-employment exams, courtesy (for other VA facilities) pre-employment exams, mandated annual physical exams (police officers and boiler plant operators), surveillance annual exams, fitness for duty exams, Disaster Emergency Medical Personnel System (DEMPS) exams, transport and incidental driver exams, volunteer driver exams, and exams for injured or ill employees. Duties include overseeing the Employee TB (tuberculosis) program, the annual Employee/Volunteer influenza clinics, the Safe Patient

Nancy Fuller, Nurse Practitioner

Handling (SPH) Program, the Hepatitis C / HIV / Organ Transplant Program and the newest addition to OH, the Employee Wellness Program.

I'm a member of the following committees: Emergency Management, Construction Safety, Infection Control, Laser Safety, Accident Review Board, Environment of Care, and the Advanced Practice group. I consult with the Human Resource Program on Reasonable Accommodation requests and with the Worker's Compensation Specialist for case management of on the job injury and illness cases.

I ensure OH's compliance with local, state, federal and professional standards and guidelines. I review, revise and write new policies and protocols to meet the standards and guidelines for the program.

I am an active clinician, caregiver, provider, supervisor, organizer, collaborator, spokesperson and supporter of employee and volunteer health in order to support the larger goal of the VA providing for the best possible health care of our Veterans.

The OH offices are located in Building One, in the hallway leading out to the ambulance bay.

¹ VHA Center for Engineering & Occupational Safety and Health, St. Louis, Missouri, 2010.

Patient Centered Care Exemplified Short Stay Unit

The staff of the Short Stay Unit receive numerous compliments for the level of care and quality of customer service they provide to patients. The Short Stay Unit staff includes: Susan Alexander, Terrie Bailey, Lorry Mullin, Tracy Anderson, Maura Toole, Debbie Carr, Teresa Vogelpohl, Brenda Norris, Tami Markovich, Jacki Arnett and Jessica Andry. These staff are a tremendous example of Patient Centered Care. Great job Short Stay Staff!



*Mr. Gary Kincade
receives special care
from Terri Bailey, RN*



Comment cards became available to Veterans, patients, family members and visitors to VA Roseburg Healthcare System with the implementation of the Ambassador Program in November 2011. 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).



KUDOS

Catch a Star

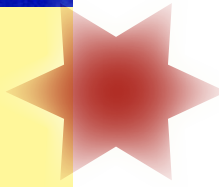
Making the Difference

Shining Star: Frank, Wayne and Mert in Environmental Management Service

Is receiving this recognition for:

Assisting me in a very professional and efficient manner! I had to move a big desk and rearrange my office, and I could not have done it without them! Great job and MUCH appreciated!

Recognized by: Carrie Boothe



Catch a Star

Making the Difference

Shining Star: Denise Manibusan

Is receiving this recognition for:

Denise has been an excellent resource for Veteran issues! She goes that extra mile to help us get the problem solved!

Recognized by: Kathy Rocco and Debbie Wheeler

Catch a Star

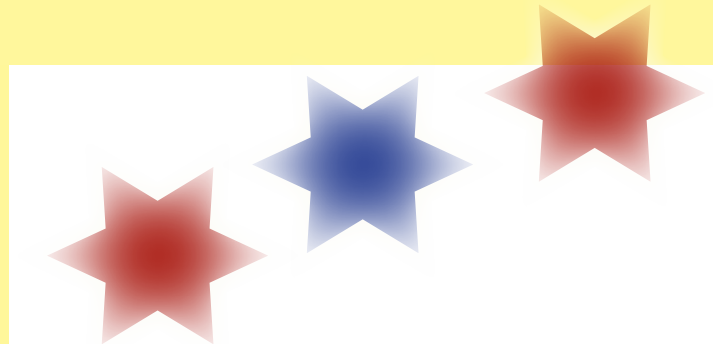
Making the Difference

Shining Star: Teresa Miller

Is receiving this recognition for:

Teresa is always willing to help with TMS on such a short notice! I SO appreciate the work she does. She is always patient with me!

Recognized by: Christine Rogers, HT Crescent City and Brookings Clinics



Thank you!

Generous Donations Received...

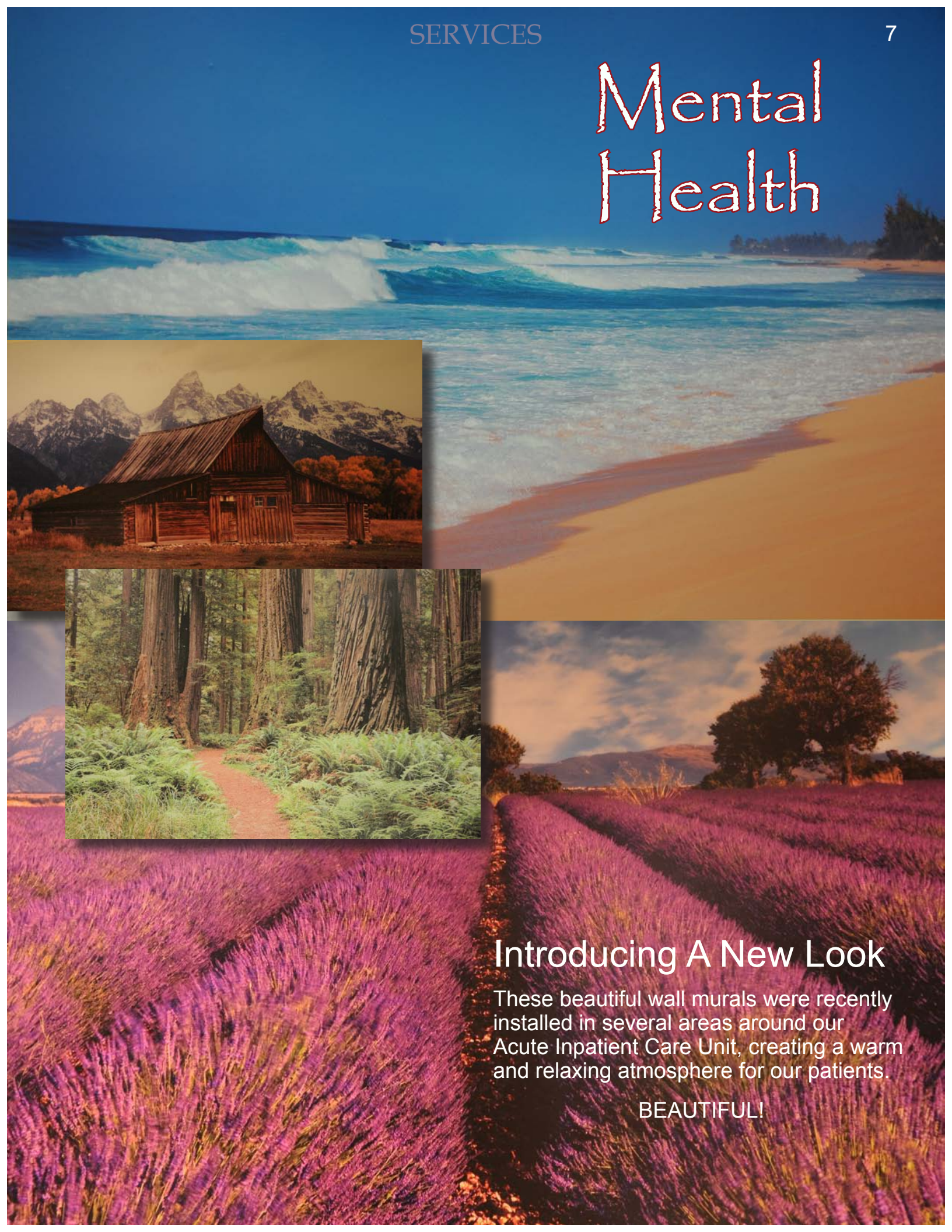
More to Come!

Veteran Organizations are stepping up in support of our Roseburg Veterans Prosthetics Team who will attend the VA National Summer Sports Clinic this year. The VFW Post 2468 voted to pay for the housing of one of the Veterans going to the Sports Clinic in San Diego. They join the Vietnam Veterans of America, who added an additional \$500.00 donation to sponsor one Veteran, the American Legion Post 16 who donated \$400.00, and the Associates of VVA who have committed to sponsoring another of our Veteran participants for the National Sports Clinic taking place September 16-21, 2012. WOW!



The National Veterans Summer Sports Clinic, VA's newest national program, taking place in San Diego September 16-21, promotes rehabilitation of body and spirit by teaching summer sporting activities to Veterans with physical and psychological impairments. The clinic offers such sports as surfing, sailing, kayaking, track and field, and cycling to over 100 Veterans.

Mental Health



Introducing A New Look

These beautiful wall murals were recently installed in several areas around our Acute Inpatient Care Unit, creating a warm and relaxing atmosphere for our patients.

BEAUTIFUL!

VA Roseburg Healthcare System

Clinical Nurse Leader, Andrea Bottorff

Many of you are probably wondering what a clinical nurse leader (CNL) is, and how this position differs from other nursing positions throughout the facility.

The CNL was developed by the American Association of Colleges in Nursing (AACN) in 2001 as a response to the Institute of Medicine (IOM) report, "To Err is Human", that documented the growing number of adverse events related to medical care. Since this initial publication, healthcare has been evolving to a quality and patient centered model. As we improve our quality of care, our healthcare roles have grown increasingly complex, including nursing. Frontline nursing staff has a hard time researching and developing new practices that improve quality while managing the daily care of our Veterans. Yet, this is an expectation of their role. So, the healthcare community asked the question: how can we elevate nursing to a higher level of education, promote optimal patient care at a unit level, and facilitate better health outcomes for our patients? Their answer was a new role for a master's prepared nurse, the CNL.

We have never had a position like this in nursing, but the value is documented throughout the country with approximately 2,000 certified CNLs in practice. Since the development of the CNL, the VA recognized the power this position has in elevating nursing skill and knowledge, improving patient outcomes, and ensuring that as healthcare makes changes the VA moves ahead of the rest.

I am the first CNL hired at the VA Roseburg Healthcare System. However, CNLs have been hired

at VA's across the country, so you will likely see more of this position at Roseburg in the future. The VA is the leader of the integration of the CNL into practice; you can visit their website to learn more about their goals for the CNL at

<http://www.va.gov/NURSING/cnl.asp>.

I am a native of Montana, but attended Washington State University where I received an undergraduate degree in microbiology. Once graduated, I moved to Portland and worked as a researcher in neuroscience at Oregon Health Sciences University. I have always loved science and the study of disease, but found that research took me away from the people we were trying to help- it was that personal interaction that I was missing in my career. So, I entered nursing as a second career and attended the University of Portland for both my nursing degree and master's degree. While obtaining my master's degree I worked as a staff nurse at Providence Portland Medical Center on the Respiratory/Cardiac Unit. I graduated as a CNL in 2011 and moved to Roseburg in October of 2011 for the CNL role.

As a Veteran patient you may see me in the inpatient setting helping a nurse with a procedure or educating staff. I also follow up with patients on a number of preventive measures such as

flu and pneumonia vaccinations as well as patient education and disease management. I work on the unit behind the scenes to help improve our unit processes, develop policies, research new practices, and coordinate care with the interdisciplinary team so our



Andrea Bottorff, RN, MS, CNL

Veterans receive the care they need in a safe and timely manner.

It has been a wonderful experience getting to know the VARHS staff, and every day I see our dedication to Veterans in practice.

The med/surg unit has already seen many changes since my arrival, and I believe that the facility is starting to see the impact of having a nurse and patient advocate on a unit level, and out of the full time patient care role. I look forward to seeing the great improvements in our practice as the VA continues to support new and innovative models for changing the way we care for our Veterans.

Coming Soon.....

VA Roseburg Healthcare System will be implementing the **VetLink** kiosks for use by Veterans/patients when arriving at this facility. The kiosks may be used initially for checking in for appointments, updating demographics and insurance information. When software upgrades are completed, patients can also renew medications, take surveys and view their medication lists. These kiosks will expedite the needed changes for our Veterans/patients to ensure their information is current and up to date and will help to expedite the check-in process. The Ambassadors and staff will be available to assist Veterans/patients in learning about this very user-friendly tool. Posters and brochures will be available in the near future to provide further information. **VetLink** is to arrive later this summer. Should you have questions, feel free to contact Jackie Wilkerson at: Jackie.wilkerson@va.gov



October 2012 C.H.A.M.P.I.O.N.S

Career Help and Advancement through Mentoring, Personal Improvement, and Opportunities to Nurture Success

Program Description

- Employee career growth program for WG 2-5, GS 2-6 and RN I staff
- Ten week program of 4 hour series of workshops on basic work skills
- Individual mentoring for professional development

Objectives

Graduates of the **C.H.A.M.P.I.O.N.S.** program will be able to:

1. Demonstrate constructive workplace communication skills, both verbally and in writing.
2. Articulate strategies for dealing with difficult topics.
3. Use effective techniques for dealing with anger and conflict.
4. Effectively respond to a request in writing.
5. Explain personal qualities in a professional manner.
6. Describe an effective mentoring relationship with an assigned mentor

Program Components

- "Work Skills" classes
- Writing workshops and a class on HR job application processes
- Completion of an Individual Development Plan (IDP)
- How to apply for VA internal vacancies

Criteria for Selection

A candidate for participation in the CHAMPIONS Program will:

- ✓ Have worked at the VA Roseburg Healthcare System for at least one year
- ✓ Be a GS 2 – 6, Wage Grade 2-5, or RN I employee in a permanent position
- ✓ Have demonstrated satisfactory work performance
- ✓ Not be on a Performance Improvement Plan (PIP)
- ✓ Have a commitment to career growth at VARHS
- ✓ Commit to completing the 10 week CHAMPIONS Program
- ✓ Have direct Supervisor approval to attend and complete the CHAMPIONS program

For more information contact:

Linda Holbrook, RN, MHA, MSN, Clinical Educator at extension 44474

The following is the implementation plan:

- **Phase 1 and 1b:** Capabilities include patient check-in, administrative information view and update, allergies view and update, medication review and update, patient surveys.
- **Phase 2:** Capabilities will include enhanced clinical capabilities: mental health questionnaires, integration with national eligibility/enrollment system, patient self-service capabilities and insurance card capture/imaging.
- **Phases 3 and 4:** Capabilities will include enhanced clinical capabilities: appointment questionnaires, provide reminders, inpatient capabilities, signature capture capability, credit card processing, view, request future appointments and beneficiary travel reimbursement request.
- **Phases 5 and 6:** Additional clinical, self-service and other capabilities.

PROSTHETICS DAY/VA MOVE

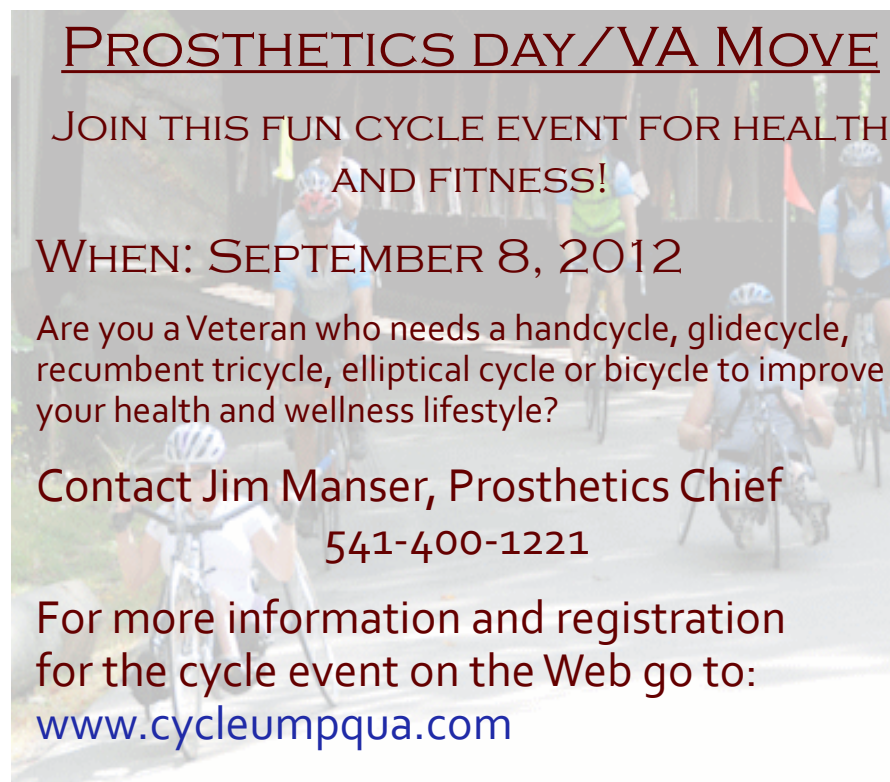
JOIN THIS FUN CYCLE EVENT FOR HEALTH AND FITNESS!

WHEN: SEPTEMBER 8, 2012

Are you a Veteran who needs a handcycle, glidecycle, recumbent tricycle, elliptical cycle or bicycle to improve your health and wellness lifestyle?

Contact Jim Manser, Prosthetics Chief
541-400-1221

For more information and registration for the cycle event on the Web go to:
www.cycleumpqua.com



VETERAN ART EXHIBIT

Launch Date: September 5, 2012 at 08:00 AM

Beginning September 5, 2012 at the Roseburg facility, the Chaplain Services Department will launch a Veteran Art Exhibit as a way to honor the talents amongst our Veteran population. As a contribution to Patient Centered Care, all Veterans are invited to flaunt their artistic abilities through a painting, a drawing, knit work, ceramic pieces, poetry or other similar forms of expression. The art exhibit will be displayed on the first floor of Building One, near the Volunteer desk.

The Veteran Art Exhibit will:

Stimulate soulful expression

Showcase creativity as an aspect of holistic health

Enhance the experience of those visiting the facility

Promote positive public interest

Increase customer satisfaction and Veteran pride

Veterans, if you are artistic and want to display your talent, contact:

Wayne Johnston

(541) 440-1000, Extension 44722



EVENTS CALENDAR

July 4- Independence Day Federal Holiday

July 11- Annual Awards and Recognition Banquet at Seven Feathers for VARHS Volunteers

July 19- Quarterly Remembrance in the VARHS Chapel at noon- Building 16, upstairs

July 21- Veterans Administration was created- 1930

After Work Bike Rides- Every Wednesday at 5:00 p.m. Roseburg-Meet at the Flag Pole- Contact Chuck Walker: 541-788-2872 for more information

Eugene-Meet at 5:30 p.m. at Alton Baker Park, Picnic Shelter #1. Contact Ree McSween: 541-337-3710 for more information

Join us for our

Annual Veterans Honor Ride BBQ!

When: July 29, 2012

Where: VA Roseburg Auditorium

913 NW Garden Valley Blvd., Roseburg, Oregon

Offering hamburgers, hotdogs, sodas and pie!

Open to staff- bring a patient or a Veteran!



Coos Bay Harley Owners Group and the AMVETS

Powerful Tools for Caregivers

Due to popular demand, a summertime version of the "Powerful Tools for Caregiving Class," is being offered every Friday morning, from 10:30 a.m. to Noon, beginning July 13, through August 17, 2012 at Mercy Community Education, Conference Room #2, in Roseburg.

This class, designed to help friends and family members who are caring for loved ones with long-term chronic conditions such as Alzheimer's, Parkinson's, Cancer, Stroke, COPD and other illnesses, is the perfect way for caregivers to enjoy a summer break, and at the same time learn helpful caregiving methods, or "tools," that can greatly aid them in their caregiving role.

Please call Nancy Hudson, Family Caregiver Support Program Coordinator for Douglas County, at 541-440-3677, for additional information.

Register now.....

READY TO FEEL BETTER?

LIVING WELL WORKSHOPS

For people with ongoing health conditions and those who care for them



A six-week program to improve your health – *one step at a time!*

Who can take part? Anyone living with a long-term health condition is welcome. Feel free to bring a family member, friend or caregiver.

How will this program help me? You will learn better ways of coping and managing your health by:

- *Setting goals that are do-able
- *Working with others
- *Finding support and solutions to problems
- *Making daily tasks easier
- *Relaxing and managing stress
- *Working in partnership with your health care team

Upcoming Workshop at Brookings VA Clinic

555 5th Street, Brookings, Oregon 97415

Six Consecutive Sessions each Friday

Date: August 3 – September 7

Time: 9:30 am - Noon

For more information or to enroll please call:

1-800-549-8387, ext. 45119 or ext. 44295



CHAPLAIN'S NOTES

*MIKE GILLESPIE
TAMMIE ELFADILI*



2012 Voice of VA Survey--IntegratedEthics

The Summer Survey begins on July 23 and ends on August 20

Who will take the Survey? The survey will be distributed to all VHA employees. This year, the Summer VOVA is comprised solely of the IntegratedEthics™ Staff Survey (IESS). Voices of VA Surveys are designed to reduce the survey burden for VA employees by combining surveys into limited survey time periods.

The purpose of the Summer Voice of VA Survey (VOVA) is to collect information about health care ethics quality. The survey helps facility leadership learn what staff members see as ethical concerns in their work environments and how each facility addresses them. VA leaders use the information to identify strengths and opportunities for improvement, set goals, and develop quality improvement plans. Completing the survey is completely **voluntary**, and your help in responding to the survey is very important. The survey is completely **confidential** and **anonymous**.

What will happen with the results? The aggregate results of the survey will be made available to all employees of the VHA via the intranet in a summary presentation. In order to maintain individual confidentiality, **no data from groups smaller than ten (10)** will be released.

How long does the survey take? The entire 2012 Summer VOVA Survey should take about 20 minutes to complete.

How do I sign up to take the survey? You will receive a notice by email prior to the survey.

Questions: Please contact Mike Gillespie, IntegratedEthics Program Officer at 44721.



On With Construction.....

Steam Line Replacement:

The west loop road is blocked for construction near Building 10, (Engineering Service). The Contractor is excavating from the Rose Garden area to the Boiler Plant. It will take the Contractor three to four weeks to install the new steam piping and reopen this section of road. The steam line replacement project replaces the old and inefficient steam distribution infrastructure at the VA Roseburg campus. Anticipated completion of project construction is within the next several months.

Perimeter Fence Upgrade Project:

A new security gate is being constructed at the south entrance to the campus. Retractable bollards are being installed at both the north and south entrances. The new gates are being positioned to reduce interference with pedestrian traffic and provide for a safer crossing for pedestrians at the south entrance. Both the new gates and bollards make it possible for the VA police to control vehicle access into the campus during emergency situations. Construction on the project will be complete in the next several weeks.

T-13 Removal:

The old HR Building (T-13) was removed to make room for the new PCU project which will start construction this fall.

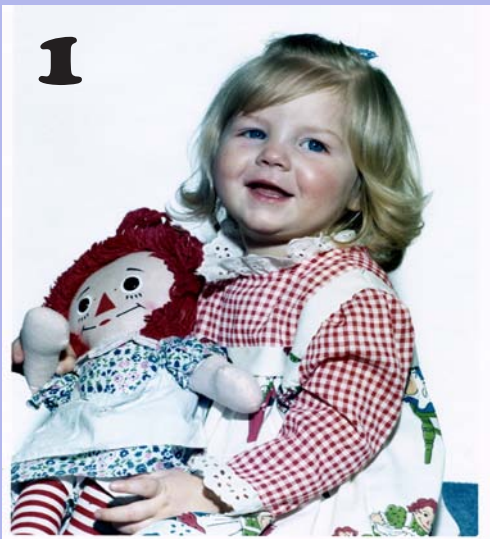
5th Floor South Remodel:

The south end of the 5th floor of Building One will be remodeled for a new 4 bed telemetry unit. In total the project will construct 11 new patient rooms. The project will also construct a new cardiopulmonary sleep lab on the 1st floor of Building 1 and a new conference space in Building 16. Construction on this project will begin in July 2012.

Dental Clinic:

A new dental clinic will be constructed adjacent to the Ambulatory Care Building and Outpatient Clinics. Construction will begin in July.

Fun with Employee Profiles



Hobbies: Shopping! And eating Salsa!

Why did you choose to work for the VA? I chose the VA because of the population we serve,- this is my way of contributing to our Veterans.

What is the favorite part of your job? Helping others.



Hobbies: Church, Hunting, fishing, reloading ammo, farming

Why did you choose to work for the VA? I am a vet so I wanted to make sure this place ran smooth before I had to use it a lot or become an inpatient. (wink) (The obvious is to help my fellow honored Veterans!)

What is the favorite part of your job? My whole job is my favorite part. How could you not love my job?

Who is that anyway?

Can you match the current picture with the child photo?

See the current photos on the next page and try your luck at matching the right child photo with their photo of today!

Correct answers on back page.



Hobbies- cooking

Why did you choose to work for the VA? To live in the area here

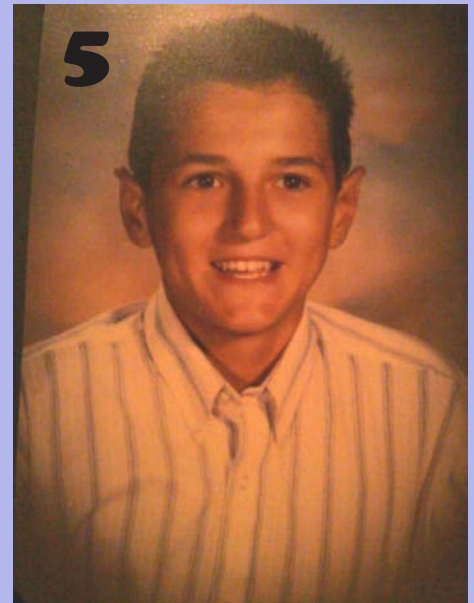
What is the favorite part of your job? Interacting with Veterans and the staff.



Hobbies: Reading, working out, and shopping.

Why did you choose to work for the VA? My dad praised it because he retired from here.

What is the favorite part of your job? Working with Veterans and seeing that I am making a difference in their lives.



Hobbies: Motorcycles, Travel, Leisure

Why did you choose to work for the VA? The VA seemed to be a good place to work.

What is the favorite part of your job? The great people who work here and the Veterans of whom I serve.

Employee Profiles..

Who's that little one?



A
Atticus Lamoreaux
Safety and Occupational Health Specialist



B
Christina Fallin
Human Resources Assistant



C
Karl Hans Tanner
Recreation Therapy Assistant



D
Dana Culver
Logistics Service, Mail Room



E
Brenda Schiller
Voluntary Service Program Assistant

*Submitted by Fran Sutherland, BA, BS, MLS
Telehealth Coordinator, VA Roseburg Healthcare System*

To increase timely and efficient access to health care, improve clinical outcomes, improve patient satisfaction, and reduce health care costs, VA Roseburg Healthcare System (VARHS) has made best use of technology and focused on patient-centric care opportunities. VARHS encourages the use of telehealth modalities for clinical care, consultations, and coordination of care, where such use is deemed appropriate, to maximize access and reduce unnecessary delay and travel for Veterans.

Telehealth Modalities

- *Home Telehealth (HT)* - using messaging, electronic monitoring, and videoconferencing technologies to reach patients in their place of residence to evaluate care needs and communicate with Veterans and providers. Used to treat special care needs that require more care management than through routine visits to Primary Care, specifically for complex health conditions like diabetes and congestive heart failure. The goal is to monitor the patient closely, make minor adjustments when necessary, with the intent of keeping the Veteran safely out of the hospital.
- *Store and Forward Telehealth (S&F)* – allows a trained imager to take digital images of patients of VARHS and download them into an image bank for a consulting provider specialist at a remote site to “read” them. The two most common types are teledermatology (skin) and teleretinal (eye) imaging.
 - *Clinical Video Telehealth (CVT)* – use of video and audio systems to allow patient to remain in a convenient location (Community Based Outpatient Clinic or the main VARHS campus) and receive clinical consultation from a provider at another location. Examples of clinics using this technology include mental health, rehabilitation, amputee, endocrinology, and some pre/post operative care.

History and Background

- 2002 – Device Clinic for Implanted Cardiac Devices (pacemakers)
Old technology used, including no real-time data from Interrogator.
- 2003 – Home Telehealth startup
Clinic started up with 20 patients with in home devices
- 2003 – Telemental Health via video conferencing and via video one-on-one counseling – Brookings Group counseling – PTSD group in Brookings and Bandon
- 2004 – Device Clinic upgraded to first Tandberg II in VISN20
- 2007 – TeleRetinal Imaging Store and Forward – TeleRetinal imaging clinics started in Eugene CBOC
- 2010 – More Expansion to include Store and Forward – TeleDermatology imaging clinics started in Roseburg, Eugene, Brookings and North Bend and CVT – Telehealth Amputee Clinic with Portland VAMC
- 2011–Full Telehealth Program Initiated
 - Expansion of CVT clinics started up with Central Office purchase of new equipment including Telehealth carts and individual cameras in each Primary Care Provider room, all Mental Health providers rooms, and portable carts in the inpatient and residential areas
 - Expansion of the TeleRetinal Imaging Clinics to Roseburg and North Bend CBOCs with plans for expansion to Brookings by year end.

Current Telehealth Clinics

- **TeleRetinal and TeleDermatology Clinics**
Available in North Bend, Roseburg, and Eugene with plans to expand to Brookings by September 2012

Telehealth Continued next page.....

- **Telemental Health Clinics**

Available clinics are in Roseburg, Eugene, North Bend, Crescent City, and Brookings for Group and Individual clinics

- **TeleChaplain Clinics**

Available clinics are in Roseburg, Eugene, North Bend, Crescent City, and Brookings for Group and Individual clinics for bereavement counseling, pastoral assessment, and ethical consultation

- **TeleEndocrine Clinics**

Available clinics are in Roseburg, Eugene, North Bend, Crescent City, and Brookings

- **New technology for Home Telehealth**

IVR – using cell phones to call in vital signs and health status question

Management of some TeleMove! patients by registered dietitian

Future Telehealth Opportunities

- **Newly Planned Clinics for CVT:**

- Bereavement counseling group sessions with Roseburg Chaplains
- Nephrology with Portland
- Post Operative Transplant clinics with Portland
- Pain Clinic with Portland
- Compensation & Pension Exam clinics with Portland and Puget Sound
- Parkinson's Disease Support group clinics with Portland

Patient Satisfaction

- Telemental Health patients are reporting 95% satisfaction
- Telemental Health providers are reporting that patients feel very good about being in a non-threatening atmosphere and feel better about opening up about their feelings
- TeleDevice clinic patients like the fact that they see world class specialists (located in Portland) without having to travel long distances to see them
- TeleRetinal patients are happy to get eye screening that does not include eye drops that prevents them from driving
- Home Telehealth patients are reporting 92% satisfaction and 93% of them have remained without acute care hospitalizations for their health concern (diabetes, congestive heart failure, etc.)

Other Telehealth News – Master Preceptors in Roseburg

We are pleased to announce that Fran Sutherland and Debra Tennis have both completed and successfully graduated from National Certification programs. Fran has graduated as a Master Preceptor in the Clinical Video Technology/Facility Telehealth Coordinator program and Debra Tennis has graduated as a Master Preceptor for the TeleDermatology program. With these certificates, Fran and Debra are certified to teach and certify other staff to be TelePresenters and to perform TeleDermatology imaging, respectively. Kathy Andersen has been accepted to the Home Telehealth Master Preceptor training and will graduate in December 2012.

Summary

The history of Telehealth has been rich with improvements in the technology, the ability to expand clinic types, and to reach out to Veterans where they live and provide services that previously required traveling great distances to receive the care. Telehealth is not meant to replace face to face visits for all types of care and is used to augment existing clinic options. In a rural (Roseburg) and highly rural (Coast) region, it is anticipated that VARHS will continue to expand the use of telehealth to provide care where, when, and how Veterans need and want it.

New Employees

Lisa Hart, Health Tech, Eugene Clinic

Marlene Monette, Social Worker, Mental Health

Welcome To The VA!

Work life Improvement Team (WIT)

The Worklife Improvement Team, (WIT) was formed to identify employee stressors and the affect they 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.

The committee is authorized to establish and implement plans for addressing the mission and charge identified above. Sub-committees were established to assist the committee in accomplishing its work, and specific projects are now underway.

Here are some of the projects the WIT team is implementing and the teamleader's project choice:

Dema Inman:

"I am the project leader for the VA Employees Association-(VAEA). Our goal is to establish an employee association



that all employees will want to be a part of. I have a committee of ten to work on setting up our guidelines. We will be able to hold fundraisers and participate in outside activities that normally we could not participate in because of federal guidelines. As part of our project we will also be hosting an employee picnic and other social activities. We want to have events that employees look forward to being involved with. Our goal is to improve overall employee satisfaction. If you are interested in being a part of the planning team, please send me an email and I will include them in our meetings."

Contact Dema at 541-440-1000
Extension 45767

Richard Vanburger:

"I am in charge of the rewards and recognition program restructure. My goal is to make the Rewards and Recognition program a more service level and peer oriented program. For instance, a service level employee of the month



program where staff are nominated and voted on by your peers. I am putting together a team that is interested in improving morale and making their work community more satisfying.

Contact Richard: 541-580-2496
richard.vanburger@va.gov

Onikka Driscoll

"I am the co-chair for the WIT Committee and heading up the project of obtaining and creating an on-site daycare for our staff and Veterans. My idea generated from my participation in the VA Childcare Subsidy Program (VACSP), which is a daycare assistance program for employees making less than \$60,000 a year. I want to see these funds for the subsidy brought here locally to assist with funding a daycare. My goal is to have the facility staffed with students from Umpqua Community College who are completing an Early Childhood Education Degree, and to utilize our Voluntary Services Program for additional needs.

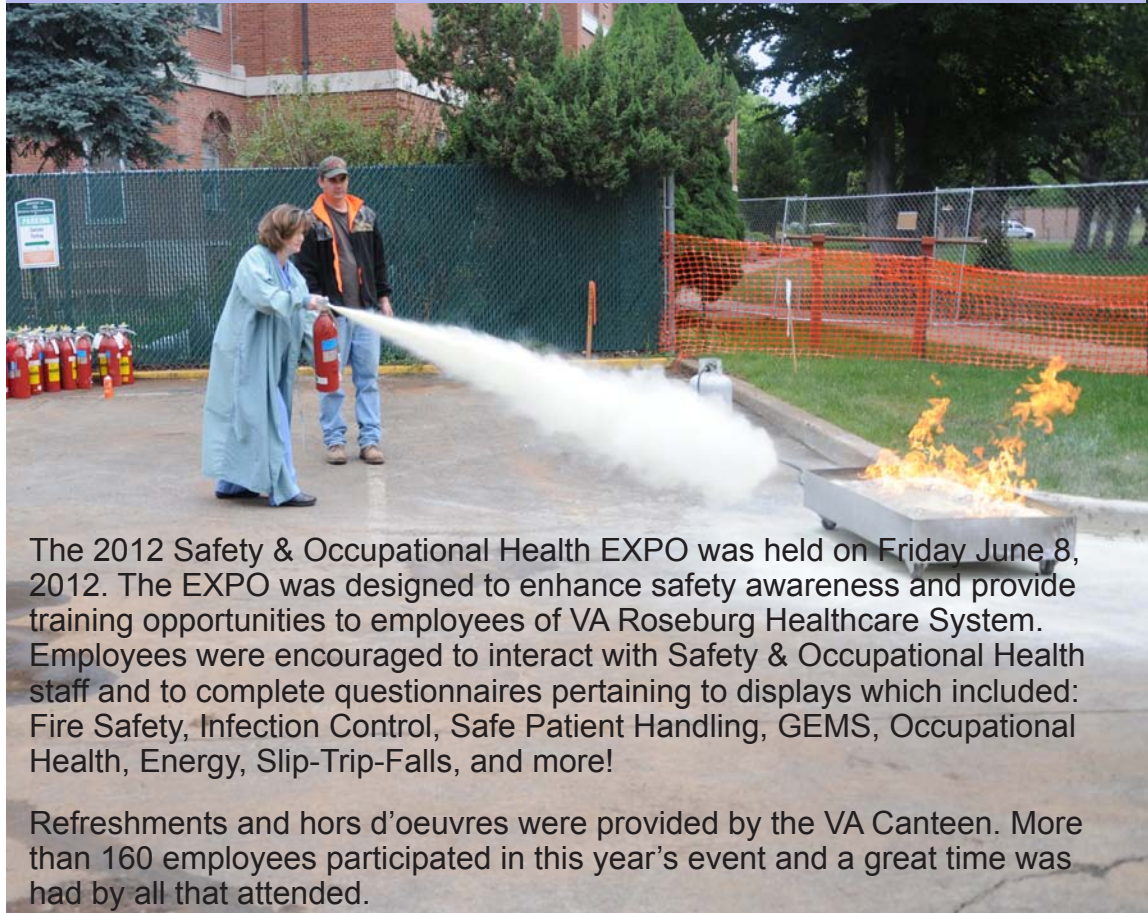


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Recap... Safety Expo Huge Success

The United States Department of Agriculture (USDA) also funds daycare centers food costs, which would decrease the cost to the VA. Employees and Veterans would have a quick and convenient solution to daycare needs. Other VA's do have onsite daycare centers. I am seeking members who are able to help plan, strategize, and to make a presentation that will knock the socks off of our coworkers, other WIT Project Leaders, and our Facility Leadership. And most of all, this is an opportunity to make this a better place to work, and a better place for Veterans to receive care." Contact Onikka Driscoll at 44356 in the AFGE Union Office, 44269 in the Agent Cashier Office or via email at:

onikka.driscoll@va.gov



The 2012 Safety & Occupational Health EXPO was held on Friday June 8, 2012. The EXPO was designed to enhance safety awareness and provide training opportunities to employees of VA Roseburg Healthcare System. Employees were encouraged to interact with Safety & Occupational Health staff and to complete questionnaires pertaining to displays which included: Fire Safety, Infection Control, Safe Patient Handling, GEMS, Occupational Health, Energy, Slip-Trip-Falls, and more!

Refreshments and hors d'oeuvres were provided by the VA Canteen. More than 160 employees participated in this year's event and a great time was had by all that attended.



Recap... VA2K

Rosanna Gillam, Occupational Health PSA, was helping set up for the VA2K, when a Veteran walked by and said it looked like we were having fun and he wished he could walk-but he just was not strong enough. Rosanna got a wheelchair and pushed him around the entire course! He had so much fun you can see him helping her by paddling! KUDOS to Rosanna!

The VA2k planning team received \$939 in donations and 179 participated! Great job VA Roseburg!

Recap...Flag Day

Due to the extensive amount of exterior construction projects VARHS currently has underway, we were unable to display our Avenue of Flags on June 14, National Flag Day. The local American Women Veterans Association (AWVA) volunteered to present personal flags to our patients and staff in honor of Flag Day. The flag recipients thought it was a wonderful gesture, and many comments and compliments came to those pretty ladies in the red jackets.

Thank you AWVA members for your support!



Pictured: Dodie Blessing presents a flag to Veteran patient Eldon Hendrix

Photo Credit

VA2K Walk:

Photos by the VA2K planning team

Fun With Employee Profiles Answers:

1 = B 2 = C 3 = D 4 = E 5 = A

www.roseburg.va.gov

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Photography by Carrie Boothe unless otherwise noted