



January
2013

Feeling Chilly?
Warm up with
Southwest Three Bean Soup
Recipe page 15

Stressed?
Trouble sleeping?
Help on page 6

Feeling Creative?
Free Art Classes for
Women Veterans
Details page 13

FROM THE DIRECTOR

Dear Employees,

Kudos are in order for the switchboard staff and all other clerical staff who receive calls!

The Military Sexual Trauma (MST) Support Team was established by the VA Office of Mental Health Services to conduct monitoring of MST screening and MST-related treatment, to expand MST-related education and training, and to promote best practices in the field.

A memorandum from the Deputy Under Secretary for Health for Operations and Management dated June 1, 2010, announced a plan by the MST Support Team to conduct a national review of the accessibility of MST Coordinators at VA Medical Centers, by having a "Secret Shopper" call Medical Centers to determine how the call was handled and was the call routed appropriately. The intent of the review was to survey the experiences a Veteran would be likely to have in attempting to reach a MST Coordinator via telephone.

All calls made during this review were between July and September 2012. It was the third of four rounds of calls to be conducted at approximately six month intervals. The 140 VHA facilities contacted as part of this review were those used by the VA Office of Quality and Performance (OQP) for performance measures. For facilities with multiple divisions with CBOCs, calls were made only to the parent facility and not the CBOCs.

Two members of the national MST Support Team – one female and one male – each placed one call to the primary switchboard phone number of each facility during normal business hours. Following a standard script, callers began by asking the answering operator for assistance in reaching the facility's "MST Coordinator." If the operator was unfamiliar with the acronym, the caller explained that it stood for "military sexual trauma." Callers provided no additional direction to frontline staff.

In judging the degree of success on each individual call, most important was whether the caller ultimately reached the MST Coordinator (or his/her personal voicemail) or an individual covering for the MST Coordinator. In order to be judged as fully successful, the caller's experience had to be satisfactory for all of the following criteria:

- Telephone operators (and subsequent staff members, if any) were familiar with the MST/military sexual trauma term and/or the existence of the facility MST Coordinator or they had access to a resource that allowed them to readily identify the MST Coordinator.
- Callers eventually reached the MST Coordinator (or someone able to speak on his/her behalf) with generally no more than two transfers from the original operator.
- All frontline staff members were courteous when assisting the caller.

Based on the facility's performance across both calls, each facility was assigned one of the following ratings:

- Satisfactory. Calls to the facility were judged as fully successful.
- Marginal. This rating was given for any combination of judgments other than two fully successful or two unsuccessful calls.
- Unsatisfactory. Calls to the facility were judged as unsuccessful.

Across the 140 facilities, the following results were realized from the first round of calls to the third round:

RATING	ROUND 3 (Jul-Sep 2012)	ROUND 2 (Aug-Sep 2011)	DIFFERENCE	DIFFERENCE FROM ROUND 1 (Jul-Aug 2010)
Satisfactory	80.7%	66.4%	+14.3	+26.0
Marginal	15.0%	27.1%	-12.1	-11.6
Unsatisfactory	4.3%	6.4%	-2.1	-14.4

I am very pleased to report that VARHS achieved a satisfactory rating in this recent review. Please keep up the great work!

Carol S. Bogedain, FACHE

Director





VA Roseburg Healthcare System

Safety Salvo

January 2013

For All Emergencies
Dial *35
Off Hospital Campus dial 911

SAFETY TIP OF THE MONTH

Slips, Trips, and Falls are Preventable!
Please be aware of your surroundings.

SPREAD THE WORD

During our recent Emergency Preparedness exercises, it has been reported that some employees do not hear the overhead announcements. This is due to some areas of the hospital not having an overhead speaker in each office. It is impractical to have an overhead speaker in each office. Therefore, **WE** all need to **Spread The Word** whenever there is an emergency announcement overhead. Please check all offices in your service area and let your fellow coworkers know about the announcement.

Service Level Emergency Plan

Have you reviewed your Service Level Emergency Plan? If not, please do so as we are due for a Joint Commission survey. Surveyors will be asking what you do during an emergency. For more information, ask your supervisor about the service plan.

VARHS Emergency Management Plan

Is located on the Newswire.

<http://moss.roseburg.med.va.gov/Lists/>

Your VA Roseburg Healthcare Safety Team

Jose Hernandez, Safety Officer Ext. 40087
Atticus Lamoreaux, Safety Specialist Ext. 40144
Louis Novak, GEMS Coordinator Ext. 40111
John Call, Industrial Hygienist Ext. 41319
John Green, AFGE Safety Ext. 44327

CBOC's Facility Safety Representatives

Eugene: Wendy Powell Ext. 47522
Kim Cooley Ext. 47416
North Bend: Nick Long Ext. 48022
Brookings/Crescent City:
Christine Rogers 541-412-1842



HELP WANTED

If you notice any of the following please report it to the Safety Staff

- Electric Exit Signs not lit (Burnt out light)
- Stairwell lights burned out.
- Outdoor lights burned out
- Trip hazards

PLEASE POST

YEARS OF FEDERAL SERVICE

AWARDS



Leila T. Durfield
20 years



Frances Sutherland
20 years



Lorna L. Quimby
25 years



Deanna Watson
25 years



Elizabeth A. Vallance
25 years



Regina J. Walker
25 years

See Awards next page...

AWARDS...

Award recipients not pictured:

25 years: Jeffrey Newcome

30 years: Douglas Lester, Lorraine Mullin, Cindy Smith, Pamela Van Sant

35 Years: Deanna Cruz, Steven Heavilin, Sandra Lakin, John Vaughn

Congratulations to all VARHS award recipients for their years of dedicated service to our Veterans!



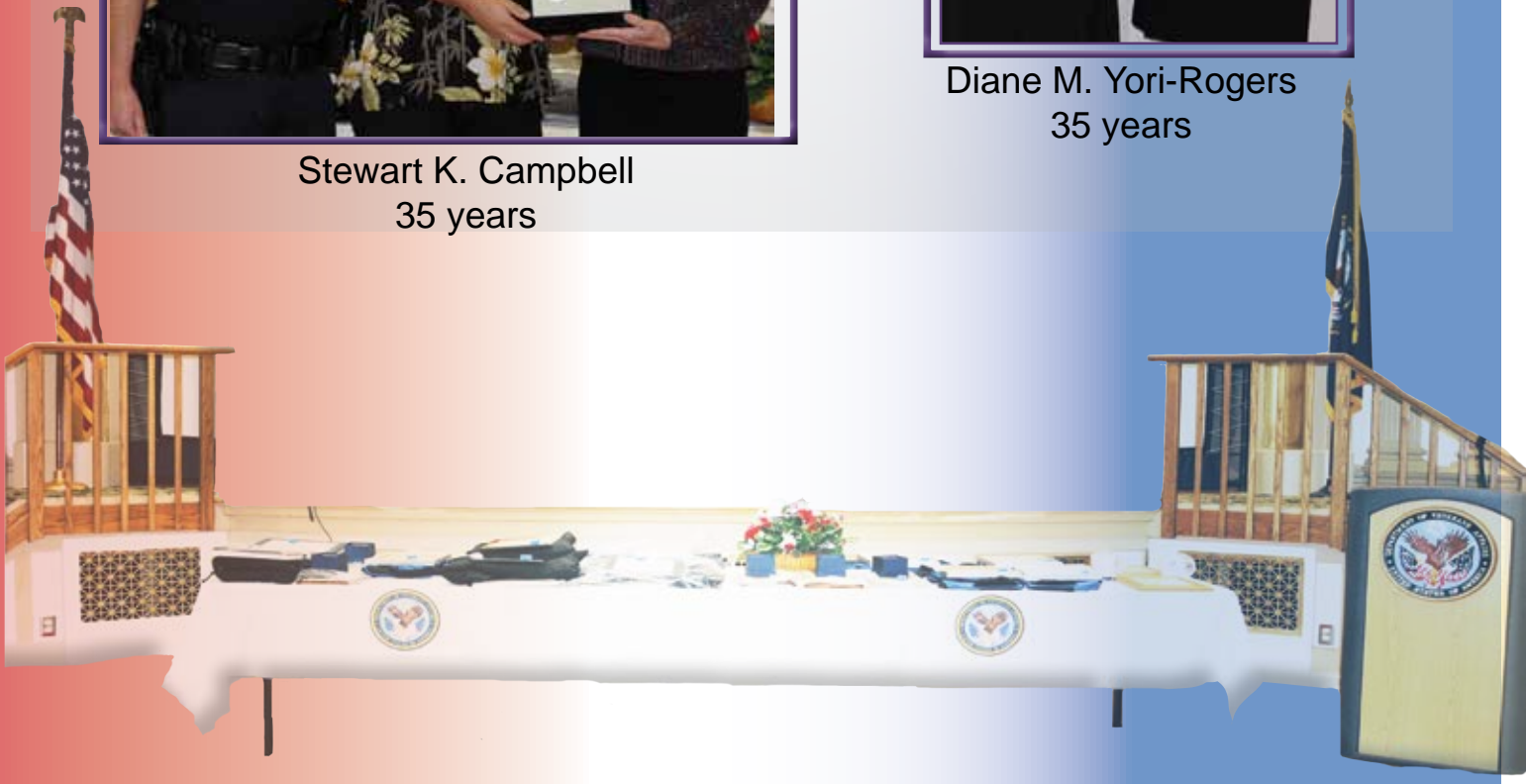
Roel A. Arrendondo
30 years



Diane M. Yori-Rogers
35 years



Stewart K. Campbell
35 years



STRESSED? INSOMNIA? HERE'S SOME GREAT TIPS!

Submitted by: *Phyllis Martin, VARHS Psy.D., R.N.*

When we become very busy we often find that there is not enough time to get everything accomplished. This experience can create a great deal of stress which can interfere with our overall enjoyment and our quality of life. One of the signs of too much stress can be difficulty sleeping, or insomnia.

Are you getting enough sleep? Physicians suggest that we should strive to obtain seven to eight hours of sleep each night.

So how can we address insomnia? Good sleep hygiene includes the following:

- 1) Treat all medical conditions.
- 2) Reduce triggers that may heighten anxiety. (i.e. the news, violent movies, etc.)
- 3) Plan to manage stressors before going to bed. (make a to-do list before bedtime)
- 4) No caffeine after 3:00 p.m., no alcohol after 7:00 p.m.
- 5) Get regular exercise. (but not close to bedtime)
- 6) Re-condition your mind and body to connect bed to sleep.
- 7) Don't eat heavy meals right before bedtime.
- 8) Be aware of the temperature of the room.
- 9) Control the noise level in your sleeping area.
- 10) Plan a regular relaxation routine before bedtime.
- 11) Use the bed for sleep and intimacy only. (no TV, paperwork, etc).
- 12) When restless, get out of bed and do something light until feeling sleepy again. (i.e. reading a book).

You should seek professional help for sleep problems when you have gone three or more days and slept less than three hours a night; any occurrences of falling asleep while driving; when sleep problems result in missed work days; other people express concern for your safety and welfare; any mental status change (i.e. memory, hallucinations, impulse control), and thoughts of suicide or self-harm.

I hope that we can all enjoy the new year without sleep problems contributing to our stress. Remember that taking little steps can lead to improvements in the quality of our sleep.



*Phyllis Martin, Psy.D., R.N.,
Clinical Psychologist
VARHS Health Behavior Coordinator*

KUDOS

Catch a Star
Making the Difference

Shining Star: Doug Woods (Echo)

Is receiving this recognition for: The Flow Team expresses a heartfelt **Thank You!!** for your willingness to always expedite exams for our inpatient Veterans.

Recognized by: The Flow Team

Catch a Star
Making the Difference

Shining Star: Dr. Nixon

Is receiving this recognition for: Again, you have taken time out of your schedule to provide necessary medical assessments for a Veteran to be admitted to RRTP.

Recognized by: Mel Tucker

Catch a Star
Making the Difference

Shining Star: Don Day

Is receiving this recognition for: Being one of the best employees! Courteous and great to work with. He helps us in any way he can.

Recognized by: Roger D. Cox

Catch a Star
Making the Difference

Shining Star: Dr. Norbert Gerondale

Is receiving this recognition for: Coming to work in the ED and evaluating the patients in a timely manner. Was a pleasure working with you.

Recognized by: Betty

Catch a Star
Making the Difference

Shining Star: Karen Franklin

Is receiving this recognition for: Going above and beyond to help while we are short handed. She works in several different areas and is always willing to help and learn new things. Couldn't do it without her!

Recognized by: Misty Lewis



Veteran Serving Veterans Receives Air Guard Promotion and High Honors 8

Congratulations to VARHS Patient Advocate, John Phillips, for his recent promotion to Senior Master Sergeant, Air National Guard.

John enlisted in 1987 at the age of 21, and spent the next eight active duty years as an Air Force jet engine mechanic. "I worked on F-4's and A-10 aircraft," explained John, "And from '90-'91, I was deployed for Desert Storm. I separated from the Air Force in 1995 and joined the Air Guard-and I've been active for seventeen years now."

Before joining the Military, John was a car mechanic. "I've always liked working on machines, and I wanted to work on airplanes. That's one of the reasons I joined the Military."

John's new position as a Senior Master Sergeant comes after years of dedicated service, myriad accomplishments and a wide variety of awards and education. Among those, John was named 142nd Fighter Wing First Sergeant of the Year in February of 2012.

Now as a Senior Master Sergeant, John is the chief advisor to the wing commander for the enlisted members rights, which includes promotions, recognitions, training and morale-for nearly 1000 Air Guardsman. He is the chair of the First Sergeant Council and is responsible for the other First Sergeants on base.

Besides being an excellent patient advocate for VARHS - a Veteran serving Veterans, something John is proud to do, he is also an accomplished Air Guard trainer. John serves at the Portland International Guard Base one weekend a month, and two consecutive weeks a year for annual training.

VARHS says, Congratulations on a job well done!!!



Meet Veteran Nanette Phelps



Pictured above L to R: Veteran Women Program Manager, Dr. Marcia Hall, Volunteer Dona Brewer, and Nanette Phelps. Dr. Hall and Dona shared gifts with Nanette and provided decorations for her room. Nanette is holding a calendar, one of the gifts she received.

Military Branch- Air Force

Years of Service- 1978 -1988

Nanette, a current patient in our Community Living Center, initially worked on airplanes during her service time under the Corrosion Control division. After that, and as "my main job," explained Nanette, "I spent the rest of my Military career as a medic."

After she left the Military, Nanette became an LPN. Nanette has been with us for a couple of months, and she says, "I really appreciate the kindness of the staff here. And the volunteers here-they are all so generous with their time."

Thank you Nanette for your service to our Country! We appreciate you!

Welcome to VA Roseburg Healthcare System!

NEW Employees



Aaron Peters
Food and Nutrition Service



Aven Held
CardioPulmonary Service



Daniel Ford
Environmental Management



Jeremy Simpson
Dental Clinic



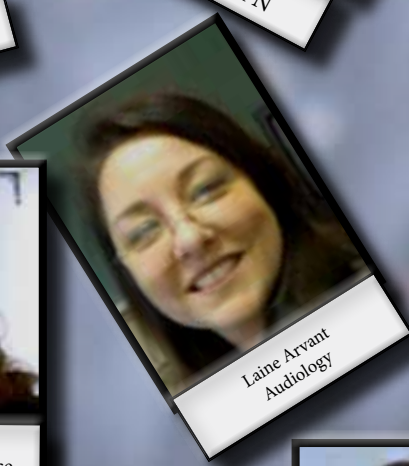
Danell Dailey
North Bend LPN



Steven Scott
Sterilization Processing Service



Virginia Botts
Food and Nutrition service



Laine Arvant
Audiology



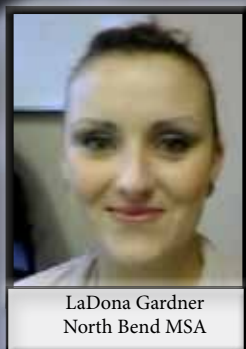
Sandra Ray
North Bend MSA



Steven Hubbard
Radiology



Ron Paul
Environmental Management



LaDona Gardner
North Bend MSA

VARHS 2012

Accomplishments....Wow!!

Provided below, are just a few of the accomplishments VARHS services completed this past year, and we wanted to share these with you. Great job VARHS staff!

Dental Service:

Number one in VISN 20 with a 98% score on the National Dental Patient Satisfaction Survey in the category of Dental Care from dentists and clinical staff. Peer and national scores were 96%. The design of a new state-of-the-art dental clinic is currently being built and will be completed in 2013.

Womens Health

Women Veterans Health Program now has trained, dedicated Women's Health Primary Care Physicians (PCPs) at **each** of VARHS 5 sites. The PCPs provide comprehensive primary care to over **90%** of our female Veterans.

Women's Health Program (WHP) has actively developed a Veterans centered environment through receiving grant funding to complete: Art murals for 3P, new women's dorm for substance abuse, wait areas for Veterans in the ED, Mental Health, Compensation & Pension and Lab. WHP provided educational materials for 'looping' on Televisions throughout the facility.

For Occupational Health:

Received a total of \$11,000 in grant money:

Grant money awarded for HIV oral testing supplies saved \$2000 for VA Roseburg.

Grant money awarded for the Wellness program allowed the department to offer MOVEmployee and Stress reduction classes and to purchase Fit-ball chairs, yoga tapes/mats, and massage chair cushions (available for loan).

Sponsored Zumba classes for employees.

Logistics:

Process Improvement: The Gas Program was absorbed into the Logistics Service, new inventory controls were set ensuring compliance with mandatory levels, re-order points, and product supply. A new order sheet was created reducing paper requirement for order sheets by 75%. A new ordering process was started to ensure orders were no longer lost in fax, which they had been in the past. Appropriate faxing to the prime contractor and to third party distributors, reduces lost orders to 0%, which ensures that Medical gas service will not be impeded which increases patient safety and supply.

Surgery Service:

Surgery accomplishments: lowest morbidity and mortality rates in 15 years, highest RVU per surgeon per VISN reports, and growth in OR cases for all services over the past two years. We have off-loaded over 100 inguinal hernia operations from Portland and have expanded access for hand surgery, reducing wait time for surgery by two years for these patients. Also, over the past year, we reduced the wait time for cataract repair from around 1.5 years to around a month.

Ambulatory Care:

MOVE! – It is in Eugene and Roseburg and planned to roll out in North Bend

Hired two new audiologists – one for Eugene and one who will be half-time Compensation & Pension and half-time Audiology – this will improve access, provide care where it's needed and reduce travel costs.

Call Center – Took on calls for all CBOCs, plus Podiatry. The Call Center also provides assistance to Ambulatory Care with tasks such as encounter errors, reminder calls for patient appointments, and flu clinical reminder calls.

Physical Medicine and Rehab. (PM&R):

PM&R received \$380,000 in Rural Health Funds to sustain and expand the Speech Therapy and Remote Telemedicine Amputee Care programs.

PM&R was able to expand provision of patient care options through approval of iontophoresis. This is an electrical treatment method for delivering medication to a specific area of the body to decrease pain and inflammation.

Chaplain Service:

Launched the monthly Veteran Art Exhibit

Began Tele-Chaplaincy

Integrated Ethics:

Highest Response Rate in the VISN to the Summer Voice of VA Survey

Started Monthly Ethics Lunch and Learn Program

Pharmacy:

Dual-appointment hours worked in our pharmacy have led to decreased costs in pharmacy salary expenses and a decrease in the number of staff pharmacist overtime hours. In addition to lowering costs, dual-appointment hours have allowed residents to moonlight at their residency site, thereby increasing knowledge of overall pharmacy operations, specifically in non-residency pharmacy areas, such as order entry, distributive functioning, and processing and verifying prescriptions. Acquiring dual-appointment status for residents requires the coordination of many individuals, but is highly recommended.

The VA Roseburg Healthcare System has improved its appropriate fentanyl patch (medication used for chronic pain as a patch) prescribing practices following order-set implementation. In 2010, only 37.5% of patient met criteria for use. Since December 2011, 100% of all orders placed through the order set continue to meet VA criteria for use.

Mental Health

Established a consult process in Eugene to greatly decrease the time for consults to be done which improved our ability to place people in appropriate outpatient treatment venues faster.

We have increased our peer support capabilities to help implement the recovery model for mental health and improve supports that are available to Veterans.

Imaging Service:

With arrival of the DEXA scanner to VARHS in December of 2012, we have expanded the type of exams now done at Roseburg to include Bone Density studies.

During 2012 we purchased an additional GE Logic 9 Ultrasound machine which doubled our capacity in this area.

Voluntary Service:

A very successful volunteer recognition banquet.

Initiated the VA Clothing Room redesign.

VARHS staff Generosity..... Children's Gift Drive

The VA Roseburg Healthcare System leadership sends a special thank you to employees who participated in this year's Children's Gift Drive! We collected gifts for 97 children who are in the care of the Douglas County Child Welfare Program. Shanon Goodwin's office was overflowing with beautifully wrapped packages. On December 12 we delivered your gifts to Child Welfare ... in plenty of time to get them to the children. This year we filled up our van and the back of a large pickup truck!!! The employees at Child Welfare were amazed at your generosity and kindness!



Events and Classes

Free Dance classes located at the VA Roseburg Auditorium

The Roseburg Country Dancers are announcing a new series of free classes beginning January 4, 2013 for employees. Enjoy English and Scottish Country Dancing – as seen in many Jane Austin films. This is social dancing, similar to square dancing or the Virginia Reel. Classes meet every Friday at 6:30 p.m. at the VA Roseburg Healthcare System, Building 16, in the Auditorium. No partners necessary, newcomers are always welcome, no special costumes needed. For more information call Lynn 541 430-5534 or Alixe 541 643-4193 or email at: tjglenn@gmail.com.

All Employee Appreciation BBQ's

North Bend CBOC:
January 31

Brookings CBOC:
February 1

Eugene and BHRRS:
February 8

**Including a Hawaiian style
menu! Dessert provided
by AFGE!**



The Roseburg campus All Employee Appreciation BBQ took place January 11, 2013. We had a packed house, (serving more than 350 staff), **great food**, and lots of fun!

Thanks to all who assisted! It was a **huge success!**



Art Classes for Women Veterans

Second Thursday of each month
1:00 pm – 4:00 pm

Umpqua Valley Arts Center
1624 W. Harvard, Roseburg

Class size is limited to 20 Veterans per class and is offered on a first come, first serve basis. Classes will be taught by local artists and are **FREE OF CHARGE** to Women Veterans.

**You MUST
pre-register by
calling Marcia:
541-440-1000
ext: 41326**



Made possible through a partnership between:

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



MORE Events and Classes



Roseburg HCS TELEHEALTH DAY

Date: February 20, 2013

Time: 10am to 2pm

Location: Bldg 16, Auditorium

Please join us for this Clinical Video Telehealth Day. We will be demonstrating and answering any questions on the GlobalMed Primary Care Cart with C40 Codec, the TotalExam HD, the Transportable Exam Station (TES), the Cisco EX90, and CapSure 2.0.

Home Telehealth equipment and imaging equipment will also be available for questions and demonstrations.

Questions? Contact:

Fran Sutherland 541-440-1210



IRON BOW
TECHNOLOGIES

GlobalMed
Telemedicine

Global
CISCO
Cloud
Partner

Global
CISCO
Master
Partner

Global
CISCO
Cloud
Partner

Global
CISCO
Master
Partner

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SOUTHWESTERN THREE –BEAN SOUP

15

Preparation time 30 minutes: Servings: 2

- 2 ¼ cups water, divided
- 1 cup fresh sliced onions
- 1 cup shelled edamame (soybeans parboiled)
- ½ cup sliced parsnip
- ½ cup canned low- sodium red kidney beans, rinsed and drained
- ½ cup canned low-sodium chickpeas, rinsed and drained
- ½ cup frozen baby lima beans
- 1 cup canned low-sodium whole tomatoes with juice
- 2 tablespoons fresh cilantro
- ¼ cup reduced fat shredded Mexican style cheese
- 2 tsp smoked paprika
- 2 tsp chili powder
- 1 tablespoon olive oil
- Salt and freshly ground pepper



1. Place a large saucepan over medium heat. Add ½ cup water, onion, edamame and parsnip. Sauté 5 minutes
2. Add kidney beans, chickpeas, lima beans, tomatoes, remaining 1 ¾ cups water, paprika, and chili powder. Break up tomatoes with a spoon or knife and bring to a simmer. Simmer 20 minutes.
3. Stir in the olive oil. Add salt and pepper to taste. Serve in two bowls and sprinkle with cilantro and cheese.

Nutritional Analysis Per serving:

Calories Per Serving	441		
Total Fat	14.1 g	Cholesterol	9 mg
Saturated Fat	2.9 g	Sodium	283 mg
Trans Fat	0	Carbohydrates	60.6 g
Fiber	15.3 g	Protein	23.7 g
Monounsaturated Fat	5.9 g	Sugar	5.7 g



ROSEBURG VAHCS OEF/OIF/OND TEAM

“Our Turn to Serve You”



Cynthia Houston
OEF/OIF/OND
Transition Patient Advocate
541-440-1282
Cell 541-285-3819
Location: Roseburg Campus
Bldg 2 Mental Health Clinic

Dean Ehly, LCSW
OEF/OIF/OND
Program Manager
Cell 541-378-8342
Location:
Eugene VA BHRS
211 E. 7th Ave

Darci Moody, RN-BSN
OEF/OIF/OND
Case Manager
541-440-1000 x45412
Cell 541-784-7895
Location: Roseburg Campus
Bldg 2 Mental Health Clinic

The OEF/OIF/OND Program is designed to serve our returning severely injured and/or seriously ill combat Veterans as they transition into the VA from either a military treatment facility or through standard discharge from their respective service back into the community. Our purpose is to provide services to OEF/OIF/OND Veterans that augment existing services and bring the existing services together in an effort to limit and reduce service gaps. These services include assistance with the transition into VA care, advocacy across all services, and case management.

All OEF/OIF/OND Veterans that can benefit from any of the services listed above are encouraged to contact us.

Find us on Facebook and like our page!
www.facebook.com/VARoseburg

This edition of the *VA Relay* is also available at:

www.roseburg.va.gov



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.



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
Learn how

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

My Health, My Care: 24/7 Access to VA

The VA Relay Editor:

Carrie Boothe

Email -

CarrieLee.Boothe@va.gov

Intra-mail Bldg.Two Rm. A102C

Phone: 541-440-1000

Extension 44101

Cell: 541-580-9481

EDITORIAL BOARD:

Carol Bogedain

Carolyn Rhodes-Rapant

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Photos by Carrie Boothe unless otherwise noted.