



June
2012

VISN 20

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

*New Veterans
Transportation
Service*

*The Buzz:
Optimizing Value*

*Hey Baby
How about
a picture?*

From The Director

Location....location....location! That is the mantra for buying real estate. When VARHS is looking to hire high quality staff our mantra is....recruit....recruit....recruit!

At the last All Employee Meetings, I spoke about my vision for the organization and how we will get there by rebuilding the foundation with the following:

- Expand Telemetry on Medical/Surgical Unit
- Implement Patient Aligned Care Teams (PACT)
- Implement the Mental Health Services Benefits Package
- Increase the Average Daily Census (ADC) when construction is completed in the TCU



*Carol Bogedain, Director
VA Roseburg Healthcare System*

In addition to continuing to provide high quality patient care which is evident in our many reviews, we also need to address the following:

- Implementation of Patient Centered Care (PCC)
- Improving organization culture
- Increasing workload with the Tele-Health/Home Tele-Health and Home Based Primary Care Programs
- Fill the vacant positions on the Pt. Care Aligned Teams (PACT) and Mental Health Service, while we continue to recruit for the support positions that are needed. Employees can view active recruitments on the Newswire Information Portal at this address: <http://vaww.roseburg.med.va.gov/News/Lists/newswire/AllVacancies.aspx>
- Train RNs for the Telemetry Unit
- Expansion of the Eugene CBOC and many other construction projects

I want you all to know that during these crucial times with budget and staffing constraints and increased oversight reporting, I recognize you are all working very hard to serve our Veterans, and that I appreciate all your efforts. By working together as a team, and keeping the I-CARE Organizational Values and our Core Action Values at the forefront of everything we do, we will succeed as an organization.

Sincerely,

Carol S. Bogedain, FACHE

Director

Rolling out a New...

*Veteran
Transportation
Service*

*Curtis Holley,
VARHS Transportation
Network Coordinator, (left),
Steve Broskey and
Sharon Carlson,
receive the keys to one of
our two new buses*

New Veterans Transportation Service at VA Roseburg Healthcare System

VA Roseburg Healthcare System (VARHS) Veterans Transportation Service (VTS) along with the Oregon Disabled American Veterans Volunteer Transportation Network (DAV/VTN) partnered to provide expanded transportation services to Veterans with special needs and Veterans who do not have transportation to and from their outpatient appointments.

Four VA's were chosen to pilot this new program followed up with 36 Veteran Health Care systems. VARHS will now offer this new special needs transportation program at no cost to Veterans tentatively beginning July 2012.

VA Roseburg Healthcare System has received two 14/15 passenger vans, each with three wheelchair positions and a wheelchair lift. The tentative schedule will provide for one van to transport from Eugene to Roseburg starting at 7:00 a.m., with stops in Creswell, Cottage Grove and Sutherlin. The van will arrive by 9:00 a.m. in Roseburg. The second van will be used for local transport. The return trip will leave Roseburg at 1:00 p.m., and include stops in Sutherlin, Cottage Grove and Creswell. The van will arrive in Eugene at 2:50 p.m. Priority transport will be given to mobility impaired Veterans.

*Curtis Holley, VARHS
Veteran Transportation
Coordinator, recently joined us
to implement the new Veteran
Transportation Service for
VARHS.*

*Curtis Joined the Air Force in
1980 and retired in 2000.*

*He has a Bachelor of Science
degree in Business Management,
and recently worked for the
Department of Energy in
Golden, CO. as a Continuity
of Operations, Facilities, and
Transportation Manager.*

*He was born in Roseburg,
Oregon, and grew up in
Sutherlin. Says Curtis, "I am
very Happy to be home and
to contribute to my fellow
Veterans."*

WELCOME CURTIS!

See Transportation next page...

Transportation...

Frequently Asked Questions:

Who's Eligible?

All Veterans enrolled in VA Healthcare are eligible for the new transportation program but top priority will be given to Veterans with disabilities, wheelchair patients, and cancer patients.

How do I schedule a ride?

Veterans can schedule transportation through their VA Primary Care Provider or by calling the DAV VTN/VTS offices at 541-440-1293 or 541-440-1CAB (1222), Andrea or Curt. Note: Transportation appointments must be scheduled at least 48 hours in advance to ensure there is a seat reserved for you on the DAV VTN/VTS vans or buses.

Am I eligible for travel reimbursement while riding the DAV VTN/VTS vehicles?

Since the VA is providing this service free of charge, you cannot collect beneficiary travel reimbursement on the days you ride the DAV VTN/VTS vehicles.

Should I tip the drivers?

No – All volunteer and paid drivers are prohibited from accepting tips for the service they provide.

**For additional questions or more information, you can also contact Curtis Holley at 541-440-1000 Extension 44477*



The Wheelchair lift is demonstrated during the delivery of the buses

*The buses are new, 2012 models and include:
State of the art technology
Wheel chair lift with remote
Three wheelchair positions
Climate control
2-17 inch DVD drop down screens
Back-up camera
Tinted windows
Comfort seating*



*Left:
Curtis Holley receives a lesson on using the remote control that operates the wheelchair lift.*

All Staff Invited

2012



Safety and Occupational Health Exposition
Bring your safety knowledge to compete in
challenges and games

GAMES

Refreshments!

Prizes!

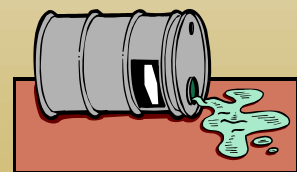
EXHIBITS

Extinguisher Training

Safety Begins Here!

June 8th, 2012 10:00 a.m. to 2:00 p.m.

VARHS Auditorium (Building 16)



PEOPLE

Kudos

Catch a Star

Making the Difference

Shining Star: Dr. Deck
Date: 5/2/12

Is receiving this recognition for:

A patient coming from a distance showed up 1 hr. late. They accommodated the Vet. They ALWAYS over-book themselves if needed for the patients!!!

Recognized by: Mary

Catch a Star

Making the Difference

Shining Star: Candace Davis LPN

Is receiving this recognition for:

Her willingness to extend her assignment to assist the RN on call to complete medication administration in a timely manner, to assist in encouraging her coworkers and just being a positive influence by modeling an excellent team approach to Patient Centered Care. Thank you Candace.

Recognized by: Pauline Douthitt

Catch a Star

Making the Difference

Shining Star: James Lujan (Eugene)

Is receiving this recognition for:

Being THE MOST AWESOME front desk man. You can hear in his voice how much he really cares about each individual Veteran. He rocks. He's the best thing to happen to VA Mental Health!

Recognized by: Elizabeth

Catch a Star

Making the Difference

Shining Star: Leah Gross

Is receiving this recognition for:

Going above and beyond to make sure a Veteran was issued his medications as he does not have a PCP at this time. She also got him reassigned to a PCP. This Veteran was in urgent need of a PCP.

Recognized by: Ruth Brady RN.

Generosity

Donations Received



Lola sniffs out the goodie bag before she is presented with her gift.

Pictured Right: Stacia Davis, Associate Chief Nurse Executive, CLC, Barbara Thompson, Alzheimers Coordinator, Ken Wallace, NARFE President and Carolyn Crampton, Nurse Manager, PCU, watch as Lola recieves her new toy from the NARFE Chapter 0212.



The National Active and Retired Federal Employees, (NARFE) Chapter 0212, made a decision a while ago to help the PCU by providing funds and gifts to supplement the upkeep of Lola, the PCU resident canine. This is not the first donation we have received from the NARFE group, and both the patients and staff appreciate their ongoing support for Lola. In addition to the NARFE's generous donation, Lola received a special monetary donation for her upkeep from the family of Mac Mounce, a former resident of our PCU.

A letter attached to the donation addressed to Barbara Thompson, NARFE Alzheimers Coordinator:

Since my Husband Mac was in the PCU I personally knew Lola for a time. She was such a joy to all in the unit. My Husband passed away at the VA in February of 2012. I was also there when the Valentines were given out.

This check is from Dorothy Jones (her husband had Alzheimers) and Doris Mounce in memory of Mac Mounce and for "his" dog Lola.

*Sincerely,
Doris Mounce*



Lola tackles the new "squirrel" she received from NARFE.

Advanced Nurse Practitioners ⁸

Submitted by: Martin Thompson, MSN, FNP-BC - Eugene CBOC

Home Based Primary Care (HBPC)

HBPC offers primary health care services to Veterans in their home and is a group effort between the Veteran, family, caregiver, Veterans Administration (VA) and community partners. These Veterans are often diagnosed with chronic medical conditions and emotional health problems making it difficult for them to make appointments within the VA and community healthcare systems. Veterans are identified as being high risk for hospitalization, readmission and nursing home placement. The HBPC program is provided by members of a multi-disciplinary team including a program director, geriatrician, nurse practitioner, nurse, social worker, psychologist, dietitian, physical therapist, program support assistant and clinical pharmacist.

The Nurse Practitioner (NP) in HBPC provides the clinical leadership necessary to provide primary care to a clinically diverse and complex population of chronically ill veterans. The NP functions the Primary Care Provider and oversees the care provided to patients in the HPBC program. This includes identifying the patient's medical problems, defining the medical management of these problems and determining the need for consultation from medical/surgical/psychiatric and other subspecialty services. The NP collaborates with the Medical Director as well as other members of the multi-disciplinary team to provide primary care for the veteran. The NP makes home visits to all patients enrolled in the HBPC program and is responsible for professional practice issues including appropriate licensure and certification.



*Pictured from top: Mary Carroll, RN, Patsy White, PsyD, Martin Thompson, FNP, John Roberts, MD
Middle: Auri Jennings, MSW, Ken Robinson, RN, Lizzie Colon RN, Peggy Laver, PT,
Front: Jennifer Chastain, RD, Diane Richards, PharmD, Melissa Maple, PSA
Not Pictured: Margret Weston, Program Manager
All staff pictured work at the Eugene Clinic

The HBPC program in the VA has achieved unprecedented outcomes. The VA has documented that HBPC has reduced inpatient hospital days by 62 percent, long term care days by 88 percent, and hospital readmission rates by 21 percent. According to the VA's analysis, HBPC has resulted in a stunning 24 percent decrease in total healthcare costs for veterans that are in enrolled in the HBPC program.

Who is eligible for HBPC in the Roseburg Healthcare System?

- Enrolled Veteran with an assigned primary care provider
- Lives within 25 miles or 30 minutes of the Eugene Outpatient Clinic
- Needs that necessitate interdisciplinary interventions
- Agrees to accept HBPC as their primary care team

Reference: Partnership for Quality Home Health Care <http://www.pqc-usa.org/>

Telehealth

Submitted by Fran Sutherland, Facility Telehealth Coordinator

VARHSTelehealth Program was under review by the VA National Telehealth survey team as part of the Conditions of Participation the week of April 2nd. Fran Sutherland, Facility Telehealth Coordinator, along with all team members and providers of the Clinical Video Teleconferencing (CVT), Store and Forward Imaging, and Home Telehealth programs did an outstanding job in preparing the required written responses for this intensive survey. The “live” survey was conducted by V-Tel with the survey team located at the VISN 20 offices in Vancouver. Representatives from all the VARHS Telehealth programs were interviewed by the survey team by V-Tel and everyone did an outstanding job! As a result of the preparation and live interviews, the VARHS Telehealth program did not have any conditional findings! Plans to expand the clinics available via Telehealth are explored on a weekly basis with potential new clinics for Hospice and Cancer Tumor Boards, pre- and post-op, and neurology clinics being considered.



The VA Telehealth Program is delighted to welcome the newest member of our team, Steve Blas, LPN, who will be stationed at the Brookings CBOC and cover Crescent City outreach.

Kudos!
Telehealth
Team!

Latest Statistics for Telehealth:

	Measure	Performance Numerator	Performance Denominator	% of Population
(V20) (653) Roseburg, OR	Virtual Care Modality (Across All Programs, Vrt11)	6,894	26,691	25.83 %
	Telehealth Use (Tele1)	2,394	26,691	8.97 %
	Home Telehealth (Tele2)	384	26,691	1.44 %
	Clinical Video Telehealth (Tele3)	523	26,691	1.96 %
	Store and Forward Telehealth (Tele4)	1,616	26,691	6.05 %
	Secure Messaging (SM10)	4,860	26,691	18.21 %
	eConsult	100	26,691	0.37 %

Employee Profiles

Name/Title: Robert Rodriquez-Imaging Specialist
Veteran- Army
Hometown: California, L.A. area
Hobbies: Restore old cars, Doing Robotics with my son.
Why did you choose the VA: It's great working here.
Favorite part of the job: Everything, especially the interaction with the people.



Name/Title: Sue Mason-Support Assistant EMS
Hometown: Roseburg
Hobbies: Movies, Dance, Crocheting
Why did you choose the VA: My Dad was a vet and it gave me a chance to serve Veterans.
Favorite part of the job: Customer service to Veterans and to employees.



Name/Title: Trudy Dugan-Medical Records Coder
Hometown: Roseburg
Hobbies: Gardening
Why did you choose the VA: The benefits and pay. It's the best job around.
Favorite part of the job: The security.

Name/Title: Norm Melson-Laundry Distribution Clerk

Veteran- Army 1968-1971

Hometown: Roseburg

Hobbies: Guitar

Why did you choose the VA: From an ad in the paper.

Favorite part of the job: Meeting and talking to the people, and serving the Veterans.



Name/Title: Martha Skrifvars-Medical Records Coder
Hometown: Santé Fe Springs, California
Hobbies: Beading, Gardening
Why did you choose the VA: My dad was a Purple Heart Veteran and received excellent care here.
Favorite part of the job: Coworkers



Name/Title: Robert Davis-General Engineer
Hometown: Louisiana
Hobbies: Chess
Why did you choose the VA: Both my dad and granddad were war vets. I wasn't able to join the military because of my health and this was the next best way I could serve.
Favorite part of the job: Being able to do the projects.



Name/Title: Jon Bean-Warehouse
Veteran- Marine Corps 1997-2002
Hometown: Roseburg

Hobbies: Hunting, Fishing, Kids, Sports
Why did you choose the VA: Security and I get to help Veterans.
Favorite part of the job: Helping the Veterans.

Name/Title: Mandy Thommen-Nursing Assistant
Hometown: Roseburg
Hobbies: Hiking, Reading, Spending time with my kids
Why did you choose the VA: The patients.
Favorite part of the job: Taking care of the people.



Name/Title: Rick Van Burger-Laundry Service
Veteran- Army 1992-2000
Hometown: Roseburg
Hobbies: Billiards
Why did you choose the VA: I was a volunteer here and I liked it so I decided to work here.
Favorite part of the job: Serving the Veterans.



Name/Title: Les Ludwig
Veteran- Army
Hometown: Kewaskum, Wisconsin
Hobbies: Having fun with my grandkids and spending time with family.
Why did you choose the VA: To give back to the Veterans what they have given to us.
Favorite part of the job: Being able to help the Veterans.

Prime Examples of Patient Centered Care

Through the Ambassador Program under Patient Centered Care, (PCC) comment cards are made available to Veterans, patients, family members and visitors of VA Roseburg Healthcare System. These comment cards provide real-time input from those who are present at our facility. The cards list the service visited, a grading option for the level of service, a section for comments and the name of the visitor (optional).

The Rehab. Medicine team consistently receives positive comments and continually exemplifies Patient Centered Care practices and VARHS recognizes them for their outstanding service!

Rehab Medicine Service



*Back Row L to R: Les Ludwig, Tim Juett (since retired) Terri Shipley-Klein
Front L to R: Marilyn Warren, Karl Tanner, Jean Best, Netta Leong, Dan Palmcook*

Comments Received:

Wonderful !!

Everything was speedy and pleasant. Thanks so much!

Awesome !!

Great Job !!

*Don't change anything!
The VA has been great!*

PEOPLE *New Employees*

Shante R Willis- Medical Records Administrator Spec, (HIMS), Business & Financial Services

Kelly Wilfong- intermittent MSA for the Call Center

Rose Vivier- intermittent MSA for the Call Center

Clancy Bergold- intermittent MSA for the Call Center

Danielle Littlefield- intermittent MSA's for the Call Center

Carol Padgett- Social Worker, Mental Health Service, Eugene

Laura Slay- LPN, TCU Nursing

Trish Bachmeier- LPN, OR Nursing

Steven Blas- LPN, Education/Nursing

Kathy Harden- Intermittent Nursing Assistant, Nursing Float

Yvonne Martin- LPN, TCU Nursing & Patient Care Services

Patrick Gartner- LPN, Med/Surg for Nursing & Patient Care Services

Bryan "Pat" Kelly- Supervisory Medical Administration Officer for Business & Finance Service

Welcome
To
The
VA!

Excellence in Performance Winner

VARHS Employee of the Month
TRACY ANDERSON, RN
JUNE 2012

Tracy is also an outstanding clinician. She is noted for her legendary IV starting skills and physical assessment skills. Her greatest accomplishment to her peers is her extraordinary ability to juggle the administrative demands of a busy day-surgery with the physical and emotional demands of patients and staff, resulting in a "well oiled machine."

Tracy has been a valued VA employee for more than 15 years. She is a well respected staff nurse who has taken on many responsibilities during the course of her employment.

This includes ensuring that unit competencies are completed, overseeing that patients flow through the SSU efficiently, updating unit protocols, acting as a resource for issues impacting Short Stay from other departments as well as mentoring new staff and students. Tracy communicates with respect- she is a skilled diplomat with both staff and patients. Many times she has been asked to handle difficult situations because it is known that she will defuse the situation diplomatically and efficiently.



L to R: Carol Bogedain, Tracy Anderson, Tracy Weistreich and Steve Broskey

Tracy does a tremendous job and she is deeply respected for her ability to jump in and handle a challenging situation with energy and effectiveness. She exemplifies the caliber of employee that is honored by the Excellence in Performance Award.

Congratulations to Tracy Anderson, VARHS Employee of

the Month and Excellence in Performance winner!

**Nominated by Lorraine Mullin, Maura Toole, and Terrie Bailey*

Classes

The education department will be presenting the C.H.A.M.P.I.O.N.S (Career Help and Advancement through Motivated Personal Improvement and Opportunities to Nurture Success) program starting October 2012. The program occurs on Friday every week for ten weeks. The target audience is WG1-6 and GS 1- 6, and Nurse 1. The goal of the C.H.A.M.P.I.O.N.S program is to provide the employee with personal and professional knowledge and skills that are essential for career success in the organization and personally. A trained mentor will help guide (not direct) the employee through this program. Mentoring involves helping another develop and expand their confidence and development in achieving the below objectives of the C.H.A.M.P.I.O.N.S. program. Some of the objectives of the C.H.A.M.P.I.O.N.S. program are that graduates will be able to:

1. Demonstrate constructive workplace communication skills, both verbally and in writing.
2. Explain personal qualities in a professional manner.
3. Complete a current resume and articulate the ability to update and edit a resume
4. Demonstrate an understanding of/and have a method for preparing for Performance Based Interviews.
5. Develop a better understanding of their personal work strength and apply that information to exploring available job opportunities in the organization.
6. Successfully complete a job shadowing experience (shadowing another employee who has a position which may interest you to better understand what their work day entails).
7. Understand the process of applying for a job using USA JOBS.

Joining the program will require support and approval from your supervisor. Please contact Linda Holbrook at Extension 44474 for an application.

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 Building 16 Library

When: Introduction June 4, 2012 at 9:30am

Then: Six consecutive Mondays Starting June 11, 2012 to July 16th.

Enrollment is limited. For more info or to enroll, call: (541) 440-1000 X-44274 or 44225



Need help to stop smoking? Or just want some added support? Come join the smoking cessation educational and support group held each Monday 2:30 to 3:30 p.m. in Building 2, first floor in the outpatient Mental Health Conference Room.

Family of Veterans are also invited to attend!

This is a six-week educational course that will provide all the information you need to either stop smoking or reduce smoking. As well as education, this class is designed to be a support network, which means you stay as long as you need to. The classes are on-going so you can join anytime. For more information, please contact Shannon Munn: 541-440-1000 Extension 44702

More on What's Happening

MOVES

Human Resources Management has moved to Building 17, located across from the north entrance of Building Two.

Voluntary Service is now located on the first floor of Building Two, Room A103A1

DAV (Disabled American Veteran) Transportation Network is now located at the end of the hallway on the first floor of Building Two, Room A112A

The Public Affairs Office is now located on the first floor of Building Two, Room A102C, behind the old nurses's station.

Construction

Question and answers about VARHS Construction:

Q: When will the Steamline Project be complete?

A: *A rough estimate-(due to unforeseen delays in construction projects) we are looking at mid-July.*

Q: When will our roses be replanted in the area of construction in the Rose Garden?

A: *Once the Steamline project is complete in that area, our roses will be re-planted.*

Q: Why did Human Resources Management move to Building 17?

A: *The trailer they were located in is in the area where we will begin construction on a new Protective Care Unit in FY13, therefore must be removed.*

Q: Now that Human Resources Management has moved out of the trailer and into Building 17, when will the trailer be removed?

A: *The trailer will be removed the first week of June*

Q: The corridor (breezeway) that is closed now to pedestrian traffic between Building Two and Building One- When will it re-open?

A: *We anticipate Mid-June. There will be a temporary wooden bridge built because construction will still be going on underground.*

Events

June is PTSD AWARENESS MONTH

Each week in June visit <http://www.ptsd.va.gov/> to meet Veterans who will introduce you to important issues about PTSD.

June 8- Safety Expo for all staff- see ad pg. 5

June 14- FLAG DAY

June 17- Don't forget Father's Day!

June 27- Open House for Human Resources

11:00 a.m. to 1:00 p.m. Bldg.17

Watch the Newswire for details!

Hey Baby!

Attention Staff!

Let's have some fun!

How about providing the Public Affairs Office a baby picture of yourself?

All you have to do is send a jpg. photo that clearly shows your young face and then agree to let us take a face shot of you now!



We will put the photos in our next *VA Relay* as a mix and match, and your coworkers can try to figure out which baby picture matches your current photo!

Can you match the photo to the VA staff member? Correct answers will be provided.

Email carriee.booth@va.gov with your photo attached, and provide your name, title and location so we can take a current photo of you!

In case you didn't "Like Us" yet

Hey all you facebookers! Join the 247 others who have "Liked" our VA Roseburg Facebook page, and get all the updates, news, information and photos instantly!

<http://www.facebook.com/VARoseburg>

Help for the homeless - HUD/VASH

Written by Carrie Boothe

Veteran James Garretson has a home. He and his 16-year-old son live in a two-bedroom duplex in the Roseburg area.

Until about four months ago, that was not the circumstance- James was homeless. "I was scheduled for a series of VA appointments," explains James, "and one of my providers talked to me about the HUD/VASH Program, saying it would be a good match, and referred me to Tara."

Simply put, that is how the change in James' housing situation began. But let's back up. We need to understand what HUD/VASH means and what it does:

HUD/VASH assists homeless Veterans and their families to afford decent, safe and sanitary housing through the distribution of housing vouchers. Beneficiaries are selected based on certain requirements including health care eligibility, homelessness status and income. The program combines the Department of Housing and Urban Development (HUD) and the VA Supported Housing (VASH) to partner in the process of approving housing assistance for our Veterans. The VA includes social workers (case managers) who initiate the process for requesting Veterans.

Tara Beirsto, one of the VA Roseburg Healthcare System HUD/VASH Social Workers, met with James Garretson. At that meeting, James provided Tara information based on the National Assessment questionnaire, which includes a series of basic questions such as years in the military, where he served, criminal history if any, rental history, etc.



L to R: Tara Beirsto, Dan Wilson and James Garretson enjoy some quality time visiting and catching up.

This helped Tara identify if there were any barriers that would limit his opportunity to gain housing. Tara concludes, "Barriers don't necessarily mean they can't get housing; it just clarifies for us any challenges we may face in completing the process."

Fast forward to the next step- James and Tara have an appointment with HUD. In the meantime, Tara has met with the VA HUD/VASH team, completed an assessment, verified that James is a good candidate for the program, and provided the information to a national data base.

"They [HUD] explained to me about the program," James shares about his appointment, "and helped me to identify what to look for in housing. I received a list of available houses and watched an informational video. They printed my voucher during that time and had it ready for me when the movie was over."

"HUD/VASH vouchers, or Family

Choice Vouchers, (term used by HUD) are the same thing," explains VA Social Worker, Daniel Wilson. Daniel expounds, "These vouchers include a six month time frame for the Veteran to find housing. It usually doesn't take anywhere near that long. In James case, it was just a few weeks, but James was very proactive and worked hard at it." Says James, "I was already looking...checking Craigslist, property management listings, and watching the paper."

Every potential unit chosen must first be inspected by HUD. Houses don't necessarily have to be on the HUD housing list, but those that are not will undergo the inspection to ensure the home meets HUD standards, just as homes that were previously rented with the HUD/VASH voucher are inspected each time a rental request comes in. "To keep up with the quality and safety of the home," says Tara, "There may be something that the landlord needs to fix before it passes the inspection." Daniel includes, "This whole process may seem somewhat arduous, but it

See help.....next page

actually goes pretty fast. We are all working together, the housing authority, our case managers, the Veteran and the prospective landlord. Everyone's goal is to get

“Don't be afraid to come forward and ask for help. I did, and it has been a positive experience.”

James Garretson

the Veteran participant in housing as quickly as possible.”

James found a duplex he liked. It wasn't the first one he looked at. He knew he needed two bedrooms for himself and his son to be comfortable and he had some set criteria- location, price, etc. He also had to think about the cost for the security deposit. “VA doesn't have budgeting for the security deposit,” explains Tara, “So participants have to pay it, and also the fees to process their application/ background check form with the prospective landlord.” James adds, “Some of the landlords help with the security deposit by breaking up the payment...maybe into three payments instead of all at once. It just depends.”

There is some assistance available for the deposit at certain times of the year. Daniel clarifies, “UCAN (United Community Action Network) sometimes has funds available. When they do, they let our HUD/VASH team know.” When this happens, (about quarterly), Tara and the rest of the team, which services six Oregon counties, contact voucher holders who may be having a difficult time coming up with the deposit. “It can be a fair amount of money,” says Tara, “so Veterans with income challenges can get assistance when funds are available.”

Typically, the participant pays for 30-40 percent of their income toward monthly rent, and the balance is paid directly to the landlord. “After one year in the program, participants recertify, and based on their current income, HUD will make an assessment of what their rent will be for the next year,” says Daniel. “But once the Veteran has the voucher, he/she is *in the program* until their income becomes too high to qualify for assistance.

The next step was for James to take his form from the landlord to HUD for final approval. In just ten days from that point, the duplex was inspected, passed and was ready for James and his son to move in.

Says James, “I made a personal commitment to find the place I wanted to live. It took effort, and Veterans need to put out that effort. When they do, the faster they will be stabilized. It's totally worth it. Between Tara and Daniel, I have gotten a lot of help. They care and want you, [Veteran] to get what you need and deserve. Don't be afraid to come forward and ask for help. Take advantage of it. I did, and it has been a very positive experience.”

Note- Case Management continues throughout the time the Veteran is involved in the HUD/VASH program. Currently, Daniel is working with James about the possibility of attending college. They have sent his application, and are now waiting for the reply. In addition, VA RHS offers monthly meetings where HUD/VASH participants meet to create and

maintain friendships, socialize and help each other with questions. Although they have been stabilized with housing, VA recognizes there is much more assistance needed. As a result, VA Roseburg HUD/VASH now offers monthly outings that assist Veterans with the social aspect of their lives by gathering together and attending off-campus planned events.

Contacts:

Tara Beirsto: 541-671-6537 or tara.beirsto@va.gov

Daniel Wilson: 541-670-6466 daniel.wilson2@va.gov

Or, 541-440-1000 and ask for the HUD/VASH program case managers

Landlords for the HUD/VASH program are needed! If you have housing available and would like to become involved, please contact Tara or Daniel.

Veteran homelessness is a problem of national importance. President Obama and VA Secretary Eric Shinseki are committed to end it within the next few years. As Secretary Shinseki so eloquently put, “No one who has served this Nation as Veterans have, should ever be living on the streets.”

For more information about the VA HUD/VASH program, follow this link:

<http://www.va.gov/HOMELESS/HUD-VASH.asp>



REMEMBER YOUR PROTECTIVE GEAR

According to the U.S. Centers for Disease Control and Prevention, skin cancer is the leading form of cancer in the United States. The two most common types are basal cell and squamous cell cancer. Less common, but more deadly, is melanoma, which forms in darker parts of the skin, such as moles. Nearly 24,000 women are diagnosed with melanoma each year, and 3,000 of those cases are fatal. The rate at which young women develop melanoma has more than doubled in the past 30 years.

Exposure to ultraviolet radiation from the sun is a risk factor for skin cancer. To reduce exposure, use sunscreen with an SPF 15 or higher, wear clothing to protect exposed skin, cover up with a wide-brimmed hat, wear sunglasses that block UVA and UVB rays, and seek shade, especially between 10 a.m. and 4 p.m. when the sun's rays are strongest. Tanning beds also emit UV radiation and are best avoided.

**Prevent skin cancer.
Let VA help.**



SERVICES



*Cynthia Houston, OEF/OIF
Transitional Patient Advocate*

Mental Health

VA Roseburg Healthcare System

OEF/OIF/OND Transition Patient Advocate

Cindy Houston

I am a Transition Patient Advocate, (TPA) at VARHS, but what does that really mean? A TPA is someone who helps Veterans navigate the VA system. They provide a shoulder to lean on, a voice when the Veteran has none, and a central resource when the Veteran doesn't know where to turn. The TPA will reach out to any hospital staff to provide assistance.

TPA's talk with congressional staff and leaders, public figures, public and private agencies, and the Veterans and their families. The TPA is not strapped to the desk. They are out in the community and meet with Veterans at their homes or wherever the Veteran feels comfortable. At times when all other resources are exhausted the TPA provides transports to Veterans, usually to other VA's or community doctor appointments. On occasion the TPA has even been known to take Veterans to the grocery store, the police station, and the post office. The TPA researches information for the Veterans when they have questions. The TPA does outreach events for the OEF/OIF/OND Program to ensure information is getting to the Veterans. Some events are

mandatory; Yellow Ribbon events, Welcome Home's, and pretty much anything related to the Military. While other outreach events are not mandatory, they are important: County Fairs, Health Fairs, Pow-Wow's, Homeless events and Job Fairs. Attending these events allows Veterans who don't know if they are eligible or have a fear of the VA for many various reasons to get information about what they may qualify for.

Referrals to the TPA and the OEF/OIF/OND Program come from many different sources. Sometimes it's family or the Veteran, maybe a community member, or staff within the VA and DOD. Every day is different as a TPA. While the OEF/OIF/OND Program is not on-call and is not a crisis program, we find ourselves in those situations from time to time. I have been called early in the morning by VA staff in one of the clinics with a Veteran in crisis and then found myself picking up the Veteran in the middle of the canned food outlet parking lot on the coast. In the course of one week, I was in Tacoma, WA at a Demobilization, and performed a patient transport from Jefferson, OR to White City, OR and ended the week at the Stand Down. I never know if I will be in the office. I have transported Veterans to Portland, California, and Florida. While my primary coverage area is Lane, Douglas, Coos, Curry, Del Norte, Josephine, Jackson, Klamath, and Lake Counties, I have the ability to travel to all 50 states if one of our Veterans is in need.

What drives me every day by example, is the Veteran who I saw circling outside my office one day. He would come close to my door and then lose courage and turn away. Finally, he mustered the strength to say this, "Thank you. If it wasn't for your phone call I would have been dead by my own hands within the week. You gave me the resources I needed to get the help that I needed when I needed them." He told me about how I got him in touch with the White City OEF/OIF/OND Program Manager, who then got him set-up with a Mental Health provider and eventually he entered the Roseburg PTSD Program. I work for the Roseburg and the White City VA's and in this case it worked great because I had the relationship with both facilities to provide this Veteran with the care that he needed and I am happy for that.

VARHS Optimizing Value

Submitted by Evelyn Coble, Systems Redesign Coordinator

The Buzz on the Optimizing Value Improvement Teams (OVIT)

This fiscal year, the leadership at VA Roseburg Healthcare System identified Five Improvement Initiatives: Expand Telehealth/Telemedicine; Fully Implement Patient Aligned Care Teams (PACT); Reduce Purchased Care; Implement Patient Centered Care; and Optimize Value.



So what does it mean to optimize value? Literally, to optimize value is to enhance the effectiveness of something of worth or importance. As employees of VARHS we have an important mission, to care for our Nation's Veterans, but how do we enhance our effectiveness? Enhancing our effectiveness will require change and movement toward a culture of continuous improvement: looking for ways to improve how we do everyday tasks; improving the delivery of services that our Veterans and fellow employees need; and maintaining the highest standards of quality while eliminating waste in our system. Unfortunately, waste is not so easy to find and takes lots of different forms: underutilization, waiting, inventory, transportation, defects, motion, overproduction, and processing. Where do we start?

To move the facility towards a culture of continuous improvement, the Optimize Value Team has tasked each service to charter an Optimizing Value Improvement Team this fiscal year. Each team will be provided with an improvement coach and tools to help the team reach their goal such as training in the VA Improvement Framework, Vision-Analysis-Team-Aim-Map-Measure-Change-Sustain (VATAMMCS) and Lean Process Thinking (ways to identify and eliminate waste).

As of May 10, 2012, 22 teams have been chartered with front-line staff making up the majority of each team. You, on the front lines, have the knowledge to help VARHS optimize the value we provide to our Veterans every day.

Service	Project	Team Leader
Quality Management	MCM Process (Efficiency/ Satisfaction)	Jennifer Strawn
Human Resources Occupational Health	New Employee Physicals (Efficiency)	Nancy Fuller, NP Larry Mentzer
Executive Office Support Staff	Administrative Support (Efficiency)	Steven Broskey
Ambulatory Medicine- CBOC Business Office – Eligibility	Eligibility for Walk-in Patients at CBOC (Access/Veteran Centered)	Aaron Fulcher
Ambulatory Medicine-PACT Ambulatory Medicine- Imaging	Radiology Timeliness (Access/ Efficiency)	Kevin Whitworth
Ambulatory Medicine-PACT Food & Nutrition	Diabetes Shared Medical Appointments (Quality)	Cheryl Berman, RD
Ambulatory Medicine-PACT Prosthetics & Sensory Aids Informatics	Prosthetics Consult (Efficiency)	James Manser
Compensation & Pension	Claims File Delivery & Tracking (Efficiency)	Susan Starke, NP
Dental Service	Telephone Care (Access/ Satisfaction)	David Ferguson, DDS
Medicine Service Patient Flow Program	Smoothing Discharges (Efficiency)	Michael Cowan, RN

*What does
it mean to
optimize value?*

*To optimize
value is to
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continued next page...

Mental Health Service	Access to MH Services (Access/Quality) <ul style="list-style-type: none"> New Patients Seen <=14 Days Follow-up for Inpatient Stay Follow-up for High Suicide Risk New PTSD Patients Wait <=14 Days OEF/OIF/OND PTSD Therapy 	Sandra Chin Sang
Pharmacy Service Human Resources	Pharmacy Resident Dual Appointment (Efficiency)	Dan Neal, PharmD
Surgical Service	OR Efficiency (Efficiency)	Fred Wilkins, RN
Business Office – Fiscal	Employee Travel (Efficiency)	Donna Bergstrom
Business Office – MCCF Inpatient Med/Surg – MSAs	Insurance Collection (Efficiency)	Cindy Laurance
Facilities Management Logistics Service	Copy Paper Reduction (Efficiency)	Diane Yori Rogers
Logistics Service	Continuity of Processes (Efficiency/Satisfaction)	Jennifer Stolburg
Police Service	Scheduling Efficiencies (Efficiency)	Andy Paperman
Chaplain Service	Patient Hand-offs (Quality/Efficiency)	Michael Gillespie
Inpatient Med/Surg Care-Acute Community Living Center	Unit Costs (Efficiency – Cost)	Kelly Machuca, NP
Inpatient Med/Surg Care-SSU	Short Stay Unit (Access/Efficiency)	Bobbi Perry, RN Fred Wilkins, RN
Sterile Processing Service (SPS)	Turnaround Time for Instrumentation (Efficiency/Quality/Satisfaction)	Pat Sudds



OPTIMIZING VALUE

Already on a team? Congratulations and thank you! Want to learn more? Have an idea for improvement in your area? Contact Evelyn Coble, Extension 40220.



Lemony Fruit Cups

Recipe Serves 2

Ingredients

- ½ cup fat-free frozen whipped topping, thawed in refrigerator
- ¼ teaspoon grated lemon zest
- 2 teaspoons fresh lemon juice
- 1 tablespoon sliced almonds, dry roasted, crushed
- 1 medium kiwi fruit, peeled and cut into 4 slices
- 4 medium strawberries, quartered
- ½ teaspoon confectioner’s sugar

June Healthy Living Recipe



Instructions

In a small bowl, gently stir together the whipped topping, lemon zest, and lemon juice. Spoon into two small custard cups or ramekins.

Sprinkle the almonds over the whipped topping. Arrange the kiwifruit and strawberries on top. Using a fine sieve, sift the confectioner’s sugar over all. Serve immediately, or refrigerate until serving time. If refrigerated, the sugar will dissolve and give the fruit a glazed appearance.

Nutritional Facts based on one serving:

Calories 90 Carbohydrates 15 g Protein 1 g Fat 2.5 g Saturated Fat 0.2 g Cholesterol 0 mg Sodium 15 mg Dietary Fiber 2 g

June Healthy Living Tips

There are practical steps you can take to be safe to maintain your health. It is important to be safe and protect yourself from sexually transmitted infections, falls and motor vehicle crashes.



How dangerous are falls in the home?

- Among older adults, falls are the leading cause of injury deaths.
- Half of all falls happen at home.
- Falls are the most common cause of nonfatal injuries and hospital admissions for trauma.

What you can do to prevent falls in the home.

- Remove small throw rugs.
- As we age we need brighter lights to see well. Add night lights, use light - weight curtains or shades to reduce glare.
- Wear shoes inside and outside the house. Avoid going barefoot or wearing slippers.
- Keep frequently used items in cabinets you can easily reach without using a step stool.
- Use non-slip mats in the bathtub and on shower floors.
- Install grab bars next to toilets and in your tub or showers.
- Install handrails and lights in all staircases.
- Remove items (papers, books, clothes, shoes) from stairs and places where you walk, so you will be less likely to trip.
- By increasing your physical activity, especially strengthening exercises, you may reduce your risk of falling by increasing your strength and balance.

What can I do to prevent motor vehicle crashes and injuries?

- Don't drive while under the influence of alcohol or drugs and don't ride with someone who is. Impaired driving causes more than half of all motor vehicle crashes.
- Wear your seat belt correctly and use car seats for children.
- Wear helmets on motorcycles and bicycles.
- Don't text message or talk on a cell phone while driving.
- Motor vehicle crashes are the leading cause of death in Veterans in the early years after returning home from deployment.

How to prevent sexually transmitted infections (STIs).

- STIs can be passed to another person during sex. If you are sexually active, use a latex condom every time you have sex (vaginal, anal or oral) if your partner is or might be infected.
- Abstain from sexual activity.
- Decrease the number of sexual partners to reduce the risk
- If you are in a mutually monogamous relationship with an uninfected partner (you and your partner have sex only with each other), you can reduce your risk of developing STIs.

What are the symptoms of STIs?

- Many STIs do not have symptoms. If you think you have been exposed or have a STI talk with your health care team.
- STIs can be passed from a pregnant woman to her baby before or during the baby's birth. If you are pregnant, get tested for STIs and seek appropriate treatment if positive.

How are STIs treated?

- Some STIs can be cured with antibiotics if treated early.
- Untreated STIs can cause serious health problems, such as infertility.
- If you are treated for an STI, your sex partner or partners should also be treated to prevent re-infection.

WWII B-17 Bomber on Display

The City of Roseburg is pleased to announce the visit this summer of the WWII B-17 bomber *Sentimental Journey*. This aircraft is operated by the Arizona Wing of the Commemorative Air Force (CAF) and will arrive at the Roseburg Regional Airport on June 11th. The aircraft will be on display from June 11-14.

SPECIAL FEATURE: The B-17 crew will offer tours of the aircraft during its stay at Roseburg. There will also be an opportunity to purchase mementos of the visit with all proceeds going to the CAF to help preserve aircraft such as "Sentimental Journey" for future generations.

This event is free and open to the public. Entry will be through the gate in the southwest parking lot adjacent to the airport (pedestrian traffic only).

This is an excellent opportunity for the community to become acquainted with this historical aircraft. Veterans are especially welcome to come and share their experiences of WWII.

Avenue of Flags



Although we are experiencing considerable construction, during specific special events we still post our Avenue of Flags. Some of the usual locations for our flags are not available due to the construction sites, but when construction is complete, the full compliment of memorial flags will fly once again.



*Photo Credit: Employee Profiles
Eve Barilleaux, Public Affairs Volunteer*

Follow this link to our web site:

www.roseburg.va.gov

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