



May
2012

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



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From The Director

Dear Staff,

As the Department of Veterans Affairs strives to be an employer of choice it is critical to assess employee and organizational satisfaction. An excellent tool to assess employee satisfaction is the **VA All Employee Survey (AES)**. The purpose of this survey is to collect information on employee perceptions of the work place and their satisfaction at work. The AES is part of an ongoing effort to assess employees' satisfaction, to eliminate barriers to employees' effectiveness and to make VA an employer of choice.

The survey is being administered from **April 23 through May 14, 2012**. By now, you should have received your 7-digit service code from Human Resources. This code is required in order to participate in the VA All Employee Survey and identifies your assigned work group. You will have the option of completing the survey by using the Internet or telephone. As part of our commitment to becoming the employer of choice and supporting VA, I ask that you take a few moments to complete the All Employee Survey. Results will be summarized and reported so that no identifiable individual responses are reported or revealed. To further protect your anonymity, the data will never be reported for an occupation, work unit or other grouping when the number of employees who responded from within that grouping is less than ten.

When I complete a survey I always ask myself *'What is going to come of this?'* It is my intent that the results of the All Employee Survey will further identify and drive our efforts to develop and enhance the VA work environment truly making it the employer of choice!

What changed as a result of taking the All Employee Survey?

Listed below are a few of the improvements implemented as a result of your participation in previous All Employee Surveys:

- Increased Communication:
 - Meeting minutes are now posted on the Newswire for: ELB; Resource Management Council; Position Management (FTEE); Space Committee; ECMS; and many other committees
 - Monthly VA Relay Newsletter
 - Director's Reveille Messages
- Senior Leadership and Service Managers participated in C.R.E.W.
- Senior Leadership participated in a Team Building Retreat
- Activated Centralized Call Center
- Recruitment of key leadership staff
- Implemented The Twelve Core Action Value Training Program
- Inclusion of front-line staff members in System Redesign projects
- Chartered a Worklife Improvement Team

Together we can continue to create positive change for the organization.

Thank you in advance for participating in the 2012 VA All Employee Survey.

Carol S. Bogedain, FACHE
Director



*Carol Bogedain, Director
VA Roseburg Healthcare System*

Your participation will make a difference...

Womens Health

Oregon Department of Veterans Affairs Women's Veterans Conference 2012

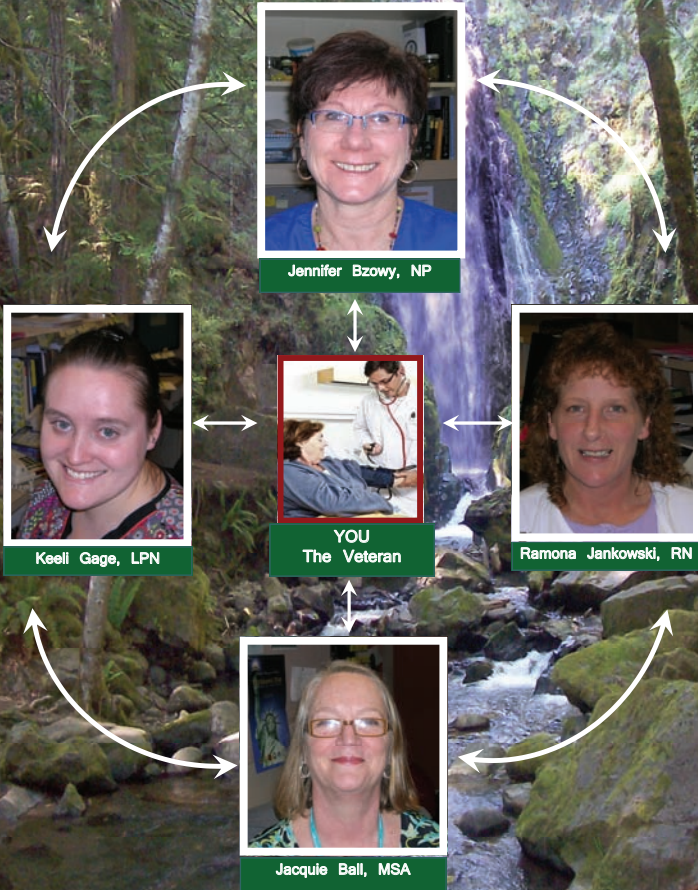
The conference was attended by more than 250 women Veterans and dozens of organizations serving Veterans throughout the northwest region. Participants included VSOs, VBA, VHA, US Dept. of Labor, and the Oregon National Guard. The conference provides the opportunity for organizations and individual Veterans to come together to highlight Women Veterans Service and champion improving opportunities and services across geographic and organizational lines. Dr. Hall reports "I love the opportunity to interact with women Veterans one-on-one and also learn of new opportunities and programs available to serve Women Veterans such as the US Dept. of Labor *Trauma Informed Care for Homeless Women Veterans – Resources for Providers*. Dr. Hall notes that PTSD remains the top diagnosis for both male and female Veterans in the VA Roseburg Healthcare System.



Pictured: Dr. Marcia Hall during the Oregon Department of Veterans Affairs Women Veterans Conference. Dr. Hall hosted a VA Roseburg Healthcare System table that included a multitude of Health Information and resources.

Patient Aligned Care Team

Willow Creek Team



Team members come and go but the team is always here....like a river. Ambulatory Care decided to name each Primary Care team in order to build team unity within the clinics. A competition was held among clinic staff which led to the decision to use river names!

This month we will be focusing on the team members of the Willow Creek Team in the Blue Clinic, which provides Women's Health Services at the Roseburg facility.

PACT (Patient Aligned Care Team) definition refresher-
A healthcare delivery model that is patient driven and a team based approach to health and wellness, and supported throughout VA Roseburg Healthcare System

Omnicell Coming to VA Roseburg!

Omnicell is an automated supply cabinet product line that empowers hospital supply chain management to effectively control inventory costs, accurately capture charges for reimbursement and improve the reorder process for medical supplies.

Hospital supplies are often seen as a source of inefficiency and excess cost. Material managers are under growing pressure to address these issues. Time consuming manual processes for hospital supply management creates barriers to success.

When the bulk of staff time is spent manually checking par levels and tracking usage in various supply locations, it's hard to find time to keep the warehouse organized and optimize inventory levels— let alone meet the documentation requirements of increasingly stringent Joint Commission mandates and government regulations.

Filling last-minute orders from nurses and doctors who are out of an item also takes time away from more strategic materials management work.

Omnicell offers hospital supply management systems that can dramatically streamline our inventory management tasks. With the new system, we will improve staff efficiency and lower medical supply inventory costs and increase revenue through improved charge capture and reimbursement.



Benefits of Omnicell Systems

- Achieve real-time, usage-based perpetual inventory management for medical supplies located throughout the healthcare facility.
- Reduce stockouts and the associated time spent filling last-minute requests from nursing.
- Lower overall costs by reducing inventory levels and increasing inventory turns.
- Easily and significantly increase charge capture, while eliminating inefficient charge stickers or “tick sheets.”
- Improve ability to gain reimbursement for durable medication equipment and orthopedic soft goods such as wrist splints, ankle braces, arm slings, and crutches.
- Streamline inventory management in the operating room and special procedure areas such as the cardiac cath lab, endoscopy, diagnostic and interventional radiology, and electrophysiology.

New Employees

Joanna Butlar, Intermittent Nursing Assistant, Acute Care/Float

Sarah Downard, Intermittent Nursing Assistant, Acute Care/Float

Stanley Main, Intermittent Nursing Assistant, Acute Care/Float

Alisha Evart, LPN, Ambulatory Care, Roseburg

Sara Paroz, LPN, Acute Care, Protective Care Unit

Samuel Mayor, Lead Police Officer, Police Service

Jenna Myhre, LPN, Med/Surg

Mathew Gatton, CNA, Patient Care Service

Rasia Santiago, LPN, Eugene/ Coastal Clinic

Eric Lindquist, LPN, Eugene/Coastal Clinic

Jacquelin Blair, LPN, Transitional Care Unit

Jason Patrylo, Police Officer, Police Service

Curtis Holley, Transportation Assistant, Voluntary Service

Auri Jennings, Social Worker, Home-based Primary Care, Eugene /Coastal Clinic

Todd Dennis, Social Worker, Mental Health Service, Eugene Clinic

Patricia Zachery, MSA , Call Center

Welcome
To
The
VA!

Welcome!!

Dr. William Stellar

Dr. Stellar joins us after serving as an interventional cardiologist in the Palm Springs, California area since 1998. Prior, Dr. Stellar served as a cardiology professor at the University of Southern California Medical Center while on staff as a cardiologist at several hospitals in the Los Angeles area. Dr. Stellar is a Fellow of the American College of Cardiology and Board Certified as a Lifetime Diplomate of the American Board of Internal Medicine for Cardiovascular Disease. In addition to his administrative duties, he will begin seeing patients in the Cardiology Clinic beginning May 1, 2012.



VARHS Events

May 16- VA2K Walk + Roll- See ad page 11

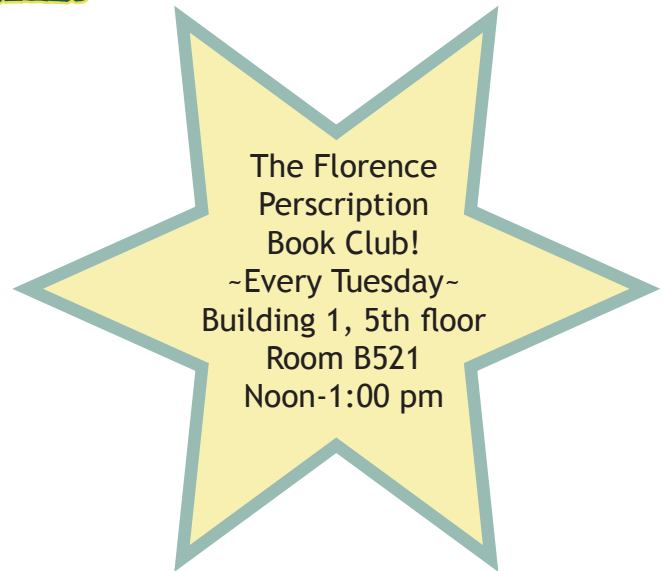
All Employee Meetings:

May 24- North Bend CBOC 11:00 am

May 25- Brookings CBOC 8:15 am

May 29- Behavioral Health Clinic 10:00 am

May 29- Eugene CBOC 12:30 pm



**Don't Forget Mothers Day!
Sunday, May 13, 2012**

Community Events:

2012 Memorial Day Tribute:

Date: May 28
Time: 11:00 am

Roseburg National Cemetery located at 1770 Harvard Blvd., Roseburg, Oregon and hosted by the Veterans Forum.

Picnic and BBQ to follow at the Steward Park Pavillion.

Extra Information and Trivia:

The History of Memorial Day..... Click on the link below
<http://www1.va.gov/opa/speeven/memday/history.asp>

Employee Profiles



Darin Story, Mental Health
Army Veteran
Hometown- Roseburg
Hobbies- hiking, camping, fishing, gold dredging
Why did you choose the VA? – Wanted to work for Veterans
Favorite part of the job? – Seeing people healed.

Robert Dacanay, Facilities Service
Navy Veteran
Hometown- San Francisco
Hobbies- Hiking
Why did you choose the VA? - First place that hired me!



Penney Pratt, Lab
Hometown- Roseburg
Hobbies- Hiking, Watching Races
Why did you choose the VA? – My Dad was a vet.
Favorite part of your job? – Getting to brighten someone's day.

Mark Mullin, Pharmacy
Army Veteran
Hometown- Roseburg
Hobbies- Camping, Hunting
Why did you choose the VA? – Did the work study program and never left
Favorite part of your job? Taking care of the Veterans.



Fred Suggs, SPS
Navy Veteran
Hometown- California
Hobbies- Church, Yard work
Why did you choose the VA? – Good Job, small town
Favorite part of the job? – The Veterans. They're wonderful!



2012 VA All Employee Survey

April 23 – May 14

Take just a few minutes
of your time to
influence the future
of your workplace!

The VA All Employee Survey is your annual opportunity to share your evaluation of your satisfaction with your job, perception of your immediate workgroup, and observations of your organizational culture.

Only aggregate survey results will be shared, and a team at your facility will consult the data as they recommend workplace improvement strategies to increase your job satisfaction, and ultimately, the quality of care to Veterans.

Participation in the survey is **voluntary**, **confidential**, and **anonymous**.
For more information, contact your local VA All Employee Survey Coordinator.

*Do It for
Yourself.*

*Do It for
the Veterans.*

*Do It for
a Better VA!*

Rosie Grenz
Contact: Extension 44129

Recognition



Let us
Count
The
Ways.....

Volunteer of the Month

D.A.V. Driver Appreciation



Volunteer Appreciation

Administrative Assistants Day

Thank you
Canteen Service!



Kudos

Catch a Star
Making the Difference
Shining Star: Joe Harris

Exceptional customer service when serving Veterans. Very kind and courteous.

Recognized By Diana Hartford

Catch a Star
Making the Difference
Shining Star: Cheri Reihl

Going FAR above and beyond the call of duty many times on my behalf as well as that of others.

Recognized By Debra Decker

Catch a Star
Making the Difference
Shining Star: Dr. Ford

Being very professional, understanding, gentle and kind. Very thorough. She made a VERY difficult exam bearable.

Recognized By Laurie A. Keane

Years of Service Pin Awards



20 years of Service:

**Left:
Richard Turner**

**Right:
Trudy Dugan**



Congratulations!!



30 years of Service:

**Left:
Linda Walker**

**Right:
Murray Bryant**



Congratulations Terre Harland!

The Subcommittee of the National Nurse Executive Council Workforce "Healthy Workforce Environment" is supporting self-health and wellness by focusing on the Safe Patient Handling Program, specifically the 2012 Unit Peer Leader of the Month Campaign.

Our program at VA Roseburg Healthcare System is awarding Terre Harland, our Unit Peer Leader of the Month!

Terre was chosen by a group of Peer Leaders for this award. As a Unit Peer Leader, she has taken responsibility in her job as an Operating Room RN by offering training at staff meetings, completing training competencies and being the "go to" person with questions about equipment or transferring

patients. She is an active member of the team of Unit Peer Leaders, attends the monthly meetings and offers helpful recommendations to other employees and Unit Peer Leaders.

Congratulations and thank you for all your help making the Safe Patient Handling Program a success at VA Roseburg Healthcare System!



Employee Health and Wellness



JOIN US FOR A
2K WALK + ROLL

TO BENEFIT HOMELESS VETERANS AND
PROMOTE HEALTH + WELLNESS

MAY 16, 2012

Walk Schedule for VARHS

The walk is for staff, Veterans and the public! Everyone is invited!

Please join us in recognition of National Employee Health and Fitness Day!

Roseburg Campus - 11 am - 1 pm Flag Pole in front of Building One.

Eugene CBOC - Noon to 1 pm

North Bend CBOC - Noon to 1 pm

You can walk at anytime during the location's time period.

We will also be collecting donations to support local Homeless Programs.

Please watch the Newswire and our Facebook page at

www.facebook.com/VARoseburg for details as we get closer to the date!

Prosthetics Service Presents...

THE VA ROSEBURG HEALTHCARE SYSTEM'S CYCLING FOR HEALTH & WELLNESS

2012 SUMMER SCHEDULE

May 16th, 5:00 pm - Roseburg After Work Bike Rides launch! Wednesdays at 5:00 pm at the flag pole for fun training rides led by Chuck Walker. Employees, volunteers, and Veterans welcome. Contact Chuck at (541) 788-2872.

May 16th, 5:30 pm - Eugene After Work Bike Rides launch! Wednesdays at 5:30 pm at Alton Baker Park, picnic shelter #1 for fun training rides led by Ree McSween. Employees, volunteers, and Veterans welcome. Contact Ree at (541) 337-3710.

June 13th, noon - "Roseburg Ribbon-Cutting" Ride/walk with employees, Veterans, and volunteers around the VA campus. Meet near the flag pole at noon.

July 11th, noon - "Roseburg Ride/Walk Ice Cream Social" with employees, Veterans, and volunteers. Starts near the flag pole at noon and ends with an ice cream social at the VA Canteen patio.

August 22 – Roseburg Stewart Park Bike/Walk with employees, Veterans, and volunteers. Starts near the flag pole at noon, loops through Stewart Park at brisk pace.

September 8th - VARHS's Cycle Event at River Forks Park; click (www.cycleumpqua.com) for registration details. Services compete for Director's Trophy. Associated with the VISN 20 Prosthetics Day/ VA MOVE Cycle Event – promoting health and wellness for Veterans, employees, and volunteers. VISN 20 facilities voluntarily participate in a local cycle event between May and October 2012. Facility with the most miles ridden wins the VISN 20 cycle trophy, awarded on VHA's national Prosthetics Day (November 1, 2012).

September 8th (tentative) - Bike sharing demonstration. Coordinated with the VARHS's Cycle Event at River Forks Park.

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

Direct questions to Jim Manser, Chief, Prosthetics and Sensory Aids Service at extension 44401.



SAVE THE DATES!

Mental Health Programs

Submitted by Veteran Patient, Paul

Back From the Brink

For the first three years of my enlistment, I was stationed in Okinawa Japan. The war had been going on for a few years. At that time, Marine units that were in Japan were not being sent to Iraq due to security concerns in the Far East. I didn't feel like a true Marine. Here were my fellow brothers and sisters embarking on their third and fourth tours, and I was stuck on the side lines. In 2004 when I rotated to Camp Pendleton in Southern California, I found out that my new unit would be deployed to Iraq. I extended my enlistment by a year so I could be sure to make the trip.

I arrived in Fallujah in February 2006. Just after I got there I learned that a buddy from boot camp had been killed in a little town outside of Fallujah. In Iraq I wasn't one of those guys who knocked down doors or anything. One of my main tasks was to do guard duty. We were frequently mortared.

I arrived back in the Oregon in Feb 2007. The first two months were great. There was nobody telling me what to do. I was happy that I wasn't in Iraq. Then when fall came, I missed being a Marine. I no longer had a mission, a purpose. I felt lost. I began to realize that it's a lot different in the civilian world.

I didn't believe I had PTSD. I had not done multiple tours or been in the thick of fighting. When I learned that there were people available to help OEF/OIF Vets make the transition back home, I blew it off. I couldn't have PTSD! Finally, my friends convinced me that it

wasn't normal to break down and start crying when I saw a puppy dog hurt on TV or heard news about Iraq. I saw a psychiatrist. I expected him to give me that Magic Blue Pill for depression. I started school but then I had to drop out because I couldn't focus. I had a job for six months, but I quit so I wouldn't get fired. I wasn't cutting it. The Magic Blue Pill didn't exist. My girlfriend, who was also a Veteran, told me that meds weren't enough. She kept pushing me to talk to someone. I finally saw a psychologist for about six weeks. We talked about depression. She was great.

I didn't realize this until later, but it was right around the anniversary of my sixth year of coming back from Iraq that I saw that I didn't have control of anything. I couldn't keep a job. I was unsuccessful at school. I had trouble having close relationships. I had forgotten what happiness was. I was just surviving, not living. It was like my life had been on hold since I got out of the Marines. Some cosmic hand had pushed the pause button and I couldn't get hold of the remote. My dog was my only friend. I wouldn't go out of the house, even to buy food. I never thought about suicide before, but on February 20, 2012 I decided to kill myself. That was the one thing I could make a choice about. For six years I had been learning that I had no control of anything. If I had a gun I would've used it. My VA meds had just come. I swallowed 700 pills. I called my girlfriend to say goodbye. The next thing I knew, I was in the emergency room. My girlfriend

was there. She had called 911. I was in and out of consciousness. When I was in the ICU, they told me that I should have died. I was intubated and being fed through a tube. I had pneumonia. I was in liver, kidney, and respiratory failure. They thought that I would be on dialysis for the rest of my life. I celebrated my 28th birthday in the hospital. It sounds crazy, but I wanted to be alive. I was glad I was alive.

After I was medically stable, I was transferred to the Acute Psychiatry ward at the Roseburg VA. My liver and kidneys had started working. I felt the best I had felt in 6 years. Unknown to me, Suzie Faas, the intake worker for the PTSD residential program saw my name on the inpatient psychiatry admissions list with the diagnosis of PTSD. I learned later that she regularly reviews the Ward 3 admissions to see if there might be someone who REALLY, REALLY needs to be considered for the Program. She met with me and I learned about the residential treatment option that I did not know existed. I was ready to try anything. The staff waived some of the admission criteria so that I could go directly from the Acute Psychiatry Ward to the PTSD Program.

I quickly began to feel that the PTSD Program was a safe place. That is really something for someone with PTSD! The staff and my fellow patients were the reason I felt safe. There was no judgment by anyone. There were no lofty expectations. The only thing I had to

Continued next page..... See Brink

Brink.....

do was to work on getting better. For the first time in years I felt hopeful.

Every Friday, group therapy is held in a park by the Umpqua River around a fire. It feels like a holy place. Patients talk about deep things. It's like peeling your skin off and showing everybody your soul. Sometimes people take what they have written about a particular burden and throw it in the fire. My first group in the Program was at the park. A Vietnam Veteran talked about the terrible damage that PTSD had caused in his life for the last 40 years. It made me think that if he could get better, so could I. I have only been in the program two weeks. I know now that my perceptions are not reality, and I have hope

that I can make my life better than it has been in spite of PTSD. I have been pulled back from the brink by the people that saved my life after I tried to kill myself and by the PTSD staff, Suzie, Mike, Tim, Susan, Kathy, Kindall, the nursing staff, and the peer techs. The staff is amazing, but it is the group environment, the other nine guys; my nine brothers, that makes all the difference. I believe that the residential PTSD Program is kick starting my recovery, but I am clear that I am a work in progress and there is much more to be done.

I have written this in hope that it might help another Vet whose life is full of despair. Take the hand that is reaching out to you.

Paul

VA Can Help:

<http://maketheconnection.net/>



For more information about VA Roseburg's PTSD Program, Veterans can contact their mental health practitioner, or Suzie Faas, Admissions Coordinator, at 541-440-1000 Extension 44050

For information about our Substance Abuse Residential Treatment Program, please contact Glenn Zathan, Intake Coordinator at 541-440-1000

PCU Sing-along with Lola

Lola, our PCU Golden Retriever resident, takes a front seat for the sing-along coordinated by Marilyn Warren, Recreation Therapist.





Ethics

National Compliance and Ethics Week

May 6-12, 2012

Ethics Lunch and Learn: Thursday, May 10 at noon in the Library Conference Room. Topic will be Apology in Medical Practice: *An Emerging Clinical Skill*. Plan to join a lively discussion over lunch!

Think *Integrity First*

By: Aaron Testa, Communications Specialist, CBI

April 18, 2012

WASHINGTON, D.C. – *Think Integrity First*. In the coming weeks, you can expect to hear those words repeated more than a few times. That’s because the Office of Compliance and Business Integrity (CBI), in partnership with the National Center for Ethics in Healthcare (NCEHC), is preparing for the week-long celebration: *National Compliance and Ethics Week*. This year’s Compliance and Ethics week is set to take place from May 6-12, at VISN offices, VA Medical Centers, Community-Based Outpatient Clinics (CBOCs) and Consolidated Patient Account Centers (CPACs), around the country.

Each year, *National Compliance and Ethics Week* is celebrated across VHA. Past festivities have included contests, competitions, displays, special training sessions and guest speakers.

The theme, *Think Integrity First*, reflects the commitment of VHA to the highest levels of ethics quality and business integrity in each and every aspect of Veteran and staff engagement.

According to Mr. Robert Criscuolo, VHA Chief Compliance and Business Integrity Officer, “By putting integrity first, CBI and IntegratedEthics demonstrate VHA commitment to a culture that honors Veterans’ service, protects the public purse and sustains the public’s trust.”

To Dr. Ellen Fox, the VHA Chief Ethics in Health Care Officer, *Think Integrity First* means employees should not just follow the rules but also reflect on the values behind everything they do.

“When integrity concerns arise, CBI and IntegratedEthics staff are available to help employees think through what it means to *do the right thing*,” said Dr. Fox.

CBI reinforces VHA commitment to integrity in business compliance, while the NCEHC IntegratedEthics initiative strengthens the integrity of our organization by ensuring ethics quality throughout VHA.

Since 2007, CBI and IntegratedEthics have led the annual celebration, expanding the scope and breadth of partnerships each year. In 2011, CBI and IntegratedEthics partnered with the Chief Business Office, Office of Finance and Health Information Management to celebrate *National Compliance and Ethics Week*. This collaboration enhances all of our abilities to work together to provide the highest quality of service in support of our nation’s Veterans.

Point of Contact: Aaron M. Testa, Communications Specialist, Office of Compliance and Business Integrity. Email at aaron.testa@va.gov or via phone to 202-461-4229.

Questions?

Contact Mike Gillespie at extension 44721.



The Doctor of Nursing Practice

Submitted by Kelly Machuca, MSN, ACNP-BC, CNS, DNP(c)

The changing demands and complexity of society's healthcare environment require the highest level of scientific knowledge and practice expertise to assure quality patient outcomes. The Institute of Medicine, Joint Commission, Robert Wood Johnson Foundation, and other accrediting bodies have called for reconceptualizing educational programs that prepare today's health professions. Currently, advanced practice registered nurses (APRNs), including Nurse Practitioners, Clinical Nurse Specialists, and Certified Registered Nurse Anesthetists, are prepared in master's degree programs that often carry workload equivalent to doctoral degrees in other health professions.

In 2004, American Association of Colleges of Nursing (AACN) endorsed the *Position Statement on the Practice Doctorate in Nursing*, that the current level of preparation necessary for advanced nursing practice to the doctoral level for entry into practice by the year 2015. The Doctor of Nursing Practice (DNP) is for a nurse who is seeking a terminal degree in nursing practice and offers an alternative to a research-focused doctoral programs, PhD. Research and practice focused doctoral programs in nursing share rigorous and demanding expectations: a scholarly approach to the discipline, and a commitment to the advancement of the profession. Nursing is moving in the direction of health professions in the transition to the DNP. Medicine (MD), Dentistry (DDS), Pharmacy (PharmD), Psychology (PsyD), Physical Therapy (DPT), and Audiology (AudD) all require or offer practice doctorates.

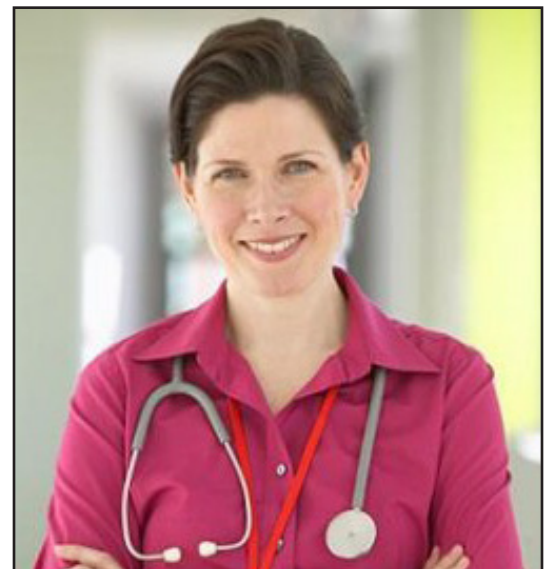
The movement to the DNP is about producing the most competent nursing clinicians possible to meet the nation's healthcare needs. The DNP preparation focuses on eight key elements:

1. Scientific underpinnings for practice
2. Organizational and systems leadership for quality improvement and systems thinking
3. Clinical scholarship and analytical methods for evidence-based practice
4. Information systems/technology and patient care technology for the improvement and transformation of healthcare
5. Healthcare policy for advocacy in healthcare
6. Interprofessional collaboration for improving patient and population health outcomes
7. Clinical prevention and population health for improving the nation's health
8. Advanced nursing practice

In the United States, 184 DNP programs are available in 40 states. From 2010 to 2011, the number of students enrolled in DNP programs increased from 7,034 to 9,904. During that same period, the number of DNP graduates increased from 1,282 to 1,595. Educational preparedness for nurse's entry into practice has been the most contentious issue in the scheme of professional nursing evolution. For the past 100 years, nurses have debated "entry," but moved to little planned change. It is with this foundational momentum that a DNP will be required by 2015 for entry into practice for APRNs. Partaking in this monumental transition of nursing practice is exciting and encouragement to APRN colleagues to embark on this journey towards the terminal degree in nursing.

References

American Association of Colleges of Nursing (2006). *The Essentials of Doctoral Education for Advanced Nursing Practice*. Washington, DC: American Association of Colleges of Nursing.



Patient Centered Care Featuring Dental Service

Through the Ambassador Program under Patient Centered Care, comment cards are made available to Veterans, patients, family members and visitors. These comment cards provide real-time input from those who 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).

The Dental Service staff receives numerous compliments for the level of care and quality of customer service they provide to patients.

Dr. David Ferguson is the chief of Dental Service and is proud of the staff for consistently exemplifying Patient Centered Care principles. Great job!

What our customers say about the Dental staff:

Good job! Extracting that tooth solved the problem. Thanks again.

My husband is very happy with the VA dental. They have helped him have a great smile.

Dental staff is fantastic. Always available for calls in emergency. They changed my life 100% with their work.

*Absolutely wonderful in every way-
THANK YOU!*

I chew constantly and thanks to dental, I still have teeth.



Pictured Left to right- Back Row: Dr. Bello, Angela Cray, Geri Zickert, Pat Hartel, Jessica Hoke, Sheila Roerish, Mindy Thompson, Dr. Ferguson

Middle row: Rosie Rose, Dr. Kimbrough, Connie Harting, Desiree Basson

Front row: Floretta Barlow, Lynn Bello, Heather Short

Staff not pictured: Dr. Heist, Cheryl Oilar

*Atta girl, Mindy!
My hero!*

**Mother, daughter,
sister, wife, partner ...
veteran.**

**VA cares for the
whole woman.**



- Primary care
- Reproductive care
- Mental health care
- Sensitive to women veterans' needs and experiences



**VA's national network
ensures that your medical
history goes where
you go.**



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



Department of
Veterans Affairs

www.publichealth.va.gov/womenshealth

Women Veterans Health Strategic Health Care Group, VACO IB-309 05/2010

Authenticity – Core Action Value #1

Submitted by Kathy Andersen, RN and Core Values Trainer

Watch for updates on Core Values! This month's spotlight- Authenticity!

Here's a reminder of the classes that have been, and continue to be given throughout VARHS, and to encourage you to continue to learn about the Core Action Values.

The greatest triumph of the human spirit is to become the unique and special person you were meant to be; the greatest tragedy is to live your life pretending to be someone else.

"We come into this world with a specific, personal destiny. We have a job to do, a calling to enact, a self to become. We are who we are from the cradle, and we're stuck with it. Our job in this lifetime is not to shape ourselves into some ideal we imagine we ought to be, but to find out who we already are and become it."

~Steven Pressfield: *The War of Art*

"Be your authentic self. Your authentic self is who you are when you have no fear of judgment or before the world starts pushing you around and telling you who you're supposed to be. Your fictional self is who you are when you have a social mask on to please everyone else. Give yourself permission to be your authentic self."

~ Dr. Phil

"Being authentic is the ability to be true to oneself. Living an authentic life requires the ability to be true to our own wants, needs and desires and not live our lives by the opinion of others. Being authentic is the ability to make self-honoring choices and stand firmly in who we are in our core. Being true to ourselves gives us the insight and compassion to see others for who they are, not who we expect them to be. It frees us up from the judgment of ourselves and others and it gives others the freedom to be themselves as well."

~ Victoria J. Reynolds

"The truth is that our finest moments are most likely to occur when we are feeling deeply uncomfortable, unhappy, or unfulfilled. For it is only in such moments, propelled by our discomfort, that we are likely to step out of our ruts and start searching for different ways or truer answers."

~ M. Scott Peck

The journey towards authenticity is not for the faint hearted! There are monsters hiding around every corner and they are mostly the monsters of our own making - our ego self and all its responses to our lived experiences.

A sense of authenticity is one of our deepest psychological needs, and people are hungrier for it than ever. Even so, being true to oneself is not for the faint of heart.

Authenticity is a process, not an outcome

Do you want to be one of a million or one in a million?

The 4 cornerstones for the value of Authenticity are all about SELF:

Self-Awareness, Self-Mastery, Self-Belief, and Self-Truth.



Use *Direction Deflection Questions* to guide your attitudes and your actions in a way that moves you closer to your best self in every dimension of your life.

DIRECTION DEFLECTION QUESTION

Will what I am about to do or say help me become my ideal best self?

The Twelve Core Action Values are being repeated with the schedule below. If you have not had the opportunity to attend any of the core value presentations, this is your chance to begin your personal journey. If you have previously begun your personal journey, and missed any of the core value trainings, now is your chance to attend those individual sessions.

Wednesday – May 23rd – Auditorium

- 8:30 – 9:30 – Authenticity
- 9:45 – 10:45 – Integrity
- 11:00 – 12:00 – Awareness
- 12:15 – 1:15 – Courage
- 1:30 – 2:30 – Perseverance
- 2:45 – 3:45 – Faith

Wednesday, May 30 – Auditorium

- 8:30 – 9:30 – Purpose
- 9:45 – 10:45 – Vision
- 11:00 – 12:00 – Focus
- 12:15 – 1:15 – Enthusiasm
- 1:30 – 2:30 – Service
- 2:45 – 3:45 – Leadership

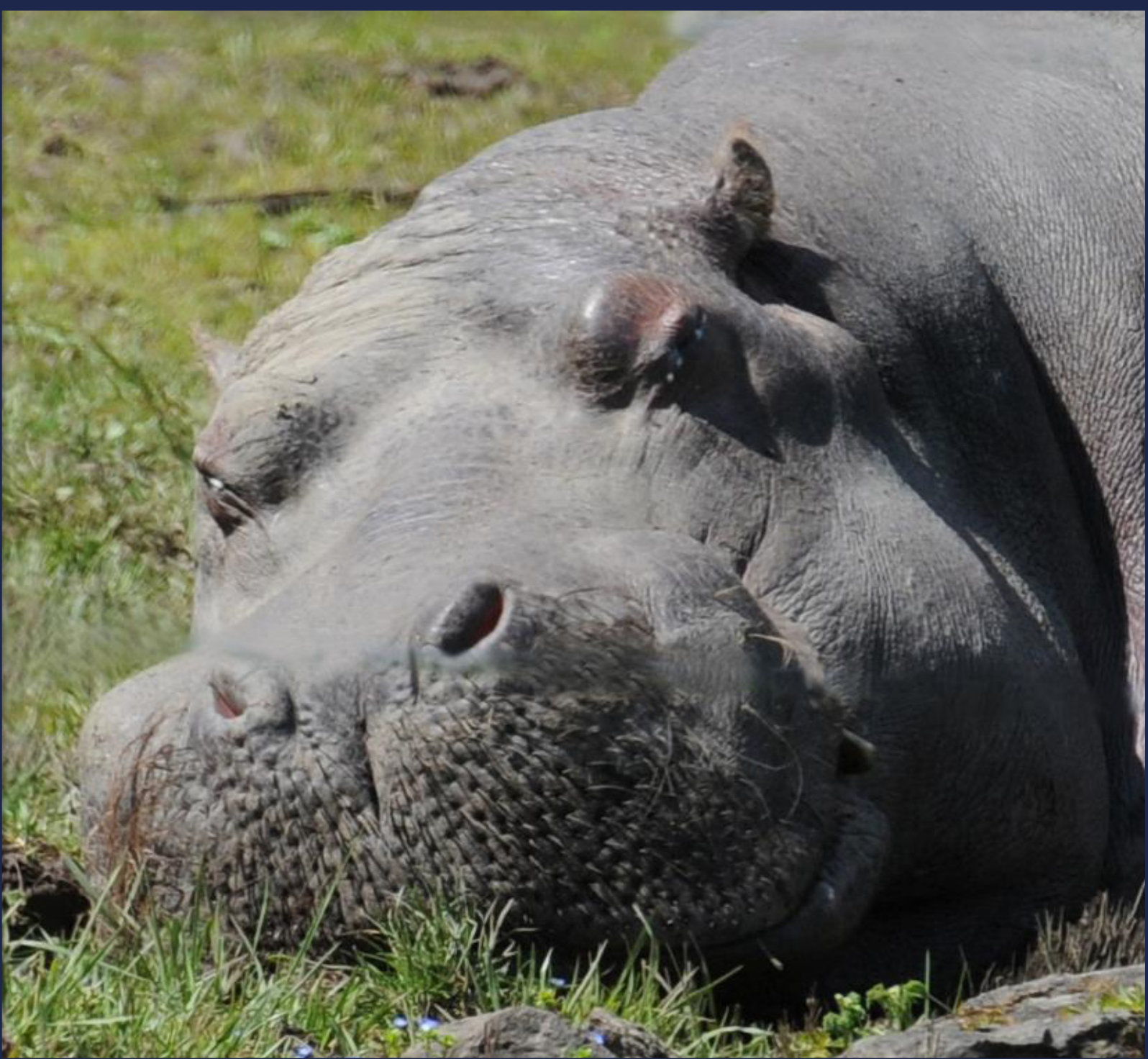
Pre-registration is not required



**D
A
V**

Volunteer Drivers Needed

The Disabled American Veteran Transportation Network (DAV) is in need of volunteer drivers to transport patients to and from VA Roseburg Healthcare System for their medical appointments. Travel includes Portland, Eugene, Coastal Clinics (Brookings, North Bend, and Crescent City, California), and routes south of Roseburg. For more information about volunteering, please contact:
 Andrea Bernhardt, DAV Transportation Coordinator
 541-440-1000 Extension 41293



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VA Roseburg Healthcare System

NEWS

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Please Note:

The Public Affairs Office has moved to
Building 2, Room A102C

All hardcopy Newsletter submissions
should be directed to the new location!

Thank you!

Photo Credits:

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Page 14- PCU Sing-Along- Ryan DeHart, PCU staff

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