

Patient Newsletter

VA SALT LAKE CITY HEALTH CARE SYSTEM



“TO SERVE THE VETERAN WHO SERVED US”

Spring 2010

UTAH Cardiac Transplant Program Celebrates Silver Milestone



Michael Cox, a Navy Veteran of Operation Iraqi Freedom, receives a bamboo plant from Dr. Matthew Movsesian, VA Medical Center Heart Transplant Director.

They are eager to share their stories. Some choke back tears. Others seem almost giddy as they stand at the podium overwhelmed with emotion and appreciation.

Then there is the donor family capable of such selflessness in a time of such great pain and loss. There is nothing ordinary about the bonds that are formed or the lives that

are forever changed when we talk about the gift of a heart. Patients, doctors, donor families form a new family. Just ask Vietnam Veteran George Green who received his new heart two years ago. “I thank the good Lord everyday for sending me here to these good doctors in Utah. They treated me like I was family.”

This unique program is a cooperative effort between four Salt Lake City area hospitals – The George E. Wahlen Department of Veterans Affairs Medical Center, University of Utah Hospital, Intermountain

(continues page 2)



GEORGE E. WAHLEN DEPARTMENT OF VETERANS AFFAIRS MEDICAL CENTER

VA SALT LAKE CITY HEALTH CARE SYSTEM

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UTAH Cardiac Transplant Program (cont.)

Medical Center, and Primary Children's Medical Center. The VA Medical Center's Heart Transplant Director, Dr. Matthew Movsesian says the dedication of the people involved enables the program to excel. "People really care about what they're doing. We really want to not let people down, so I think everybody puts in the best effort of which he's capable."

The UTAH (Utah Affiliated Transplant Hospitals) Cardiac Transplant Program celebrates

25 years of life changing care this year and is again touted as one of the nation's premier collaborative heart transplant programs. In a touching press conference on the VA campus recipients once again remind us how fragile life is, a gift that should never be taken for granted. Bamboo plants are presented to the patients; a symbol of inspiration, longevity and luck.

George Green finds his inspiration in waking up every day and thinking about the family whose loss meant a new life for him. He wishes he could thank them. "If

I knew where they lived I would drive there and thank them personally. As long as I am living that person is living as well." George says it has also changed his mind about a lot of things; mainly organ donation. He now checks yes.

The UTAH Cardiac Transplant Program has achieved one of the best survival rates in the country and is often cited as a model for other transplant programs. The Program has successfully performed 1,062 heart transplants since its first in 1985. That patient, Tony Shepherd, lives in Wyoming with his wife.

Creative Arts Festival



A Lovely Turtle.

Hard to believe a hardcore Marine could paint something so colorful and bright, but for marine Veteran Amanda Middlemas it is all about soothing her soul. "A Lovely Turtle" took first place in the MPC for the visual arts portion of the Creative Arts Festival. Middlemas, an OEF/OIF Veteran, was medically discharged with a mental disability and since then has channeled her energy and emotions through art. She and twenty five other Veterans submitted art entries through the VA Salt Lake City Health Care System's Recreation Therapy Program. Emily Potter, VA recreation therapist, says, "They're trying to decide what to do with all the feelings of what they've gone through in the wars and their service. Art gives them a voice to express what's going on with them and also lets them let the past go and live in the present." Some will take their blue ribbons to the national competition in Wisconsin, others just enjoy sharing their work ribbon or no ribbon. Visual and performing arts gives struggling Veterans a productive outlet and helps them tap into talents many never even knew they had.

National Salute to Veterans!



Senator Orrin Hatch visits VA patients during National Salute Week.



The Jazz Bear snuggles up to one of our Veterans.

What a week! From Senator Hatch to Miss Utah to the Jazz Bear, the community turned out in a big way to support our Veterans for National Salute. It truly is a feel good week where we get to step back and realize just how lucky we are to serve the population we do. Our Veterans seemed to really enjoy the visits, and the best part about it is they got to tell their stories. Many even made it on TV! Surprisingly a lot of our guests

had never been inside our medical center and seemed quite touched by the invitation and the conversations they had with our Veterans. As the Public Affairs Officer, I was personally touched by several unsolicited comments made by our patients. They told our guests over and over about the exceptional care they receive here and how wonderful our staff is. We are truly humbled and honored to do the work we do.

New Healthy Menu

The next time you are admitted to the hospital you may notice that your meals and diet order look a little different. That is because on February 28, 2010 the Nutrition Department implemented a new Healthy Diet menu in conjunction with National Nutrition Month. The new Healthy Diet order provides balanced, nutritious, and tasty meals for more of our hospitalized Veterans. It is appropriate for patients without special nutritional needs, diabetic patients, for patients who need a low-fat/low-cholesterol diet, and for patients who are trying to eat less sodium. We are now serving more homemade items and less frozen convenience products (not only are homemade items healthier but they taste better, too!). The new menu also meets the U.S. Dietary Guidelines for Americans by offering three servings of low-fat milk, at least five servings of fruits and vegetables, more whole grains, and less sodium and sugar every day. We hope it will serve as an example for how to create healthy appetizing meals at home without breaking the bank on expensive “diet” or “specialty” foods. We take our mission to serve healthy meals very seriously and think nutritious meals are an important part of your medical treatment and the healing process. We hope you enjoy the new menus and as always we look forward to your feedback.

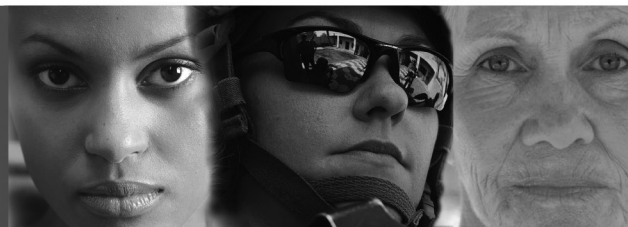
Happy and Healthy Eating!!

Nutrition and Food Services



WOMEN VETERANS HEALTH CARE

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



OEF Veteran Marlo Anderson talks PTSD, Motherhood and Becoming Whole Again on the Home Front



OEF Veteran Marlo Anderson speaks with the ABC affiliate in Salt Lake City about her tough transition from soldier to civilian.

Before 2006 There was nothing Marlo Anderson couldn't handle. She was tough, confident, and in charge. It's why she signed on the dotted line and why she was the first one packed for deployment to Manas Air Base in Kyrgyzstan, a small state just north of Afghanistan. This highly motivated Air Force Sergeant went on mission after mission, patrol after patrol in what she considered a high stress combat environment. "You're on edge 24-7 and you are always waiting for something to happen." She served proudly for the 419th Security Forces out of Hill Air Force Base and performed at the highest level. Who would have thought coming back home would be the tough part? Haunted by things she saw and did, Marlo, like so many other female combat Veterans returning from long deployments, is struggling emotionally. "Most of the missions were uneventful but there were a few that I struggle with, the ones where children were involved." This war does not distinguish between male and female soldiers.

Marlo is 100 percent service connected for PTSD. She battles flashbacks, aggressive behavior and panic attacks. She started noticing things a couple months after she returned home. "My friends would ask me to go out and I'd say yes, but then I would make up an excuse not to go at the last minute. I didn't want to leave the house." She also noticed aggressive behavior and knew it wasn't good for her three children. "I'd start freaking out over things. My kids were starting to be afraid of me." She finally was able to muster the same courage that took her to war and reach out for help. And she's getting it. Her therapist, Dr. Tanya Miller, notes an increase in the number of female Veterans coming in for treatment of PTSD related specifically to combat trauma. "It is hard for these women to seek help because they often feel they have to prove they are just as tough, if not tougher, than the next soldier. However, once involved in treatment, they often find that the resolve and strength they demonstrated in war also helps them move through the recovery process. They realize they don't have to live with these painful symptoms, and that they have access to treatments that can help them reclaim their lives."

Like most women Veterans, Marlo doesn't feel worthy of all the support and attention. "I know there are others that have been through so much more." Dr. Miller's case in point, but support and attention is exactly what she needs and deserves. Marlo says she will continue to be the voice for women Veterans who remain silent, scared and alone. "Anything I can do to help..to encourage other women it's ok to reach out." She's still tough, she's still strong...even if she doesn't know it yet.

New Members Appointed to Committee on Women Veterans

WASHINGTON (March 16, 2010) – Secretary of Veterans Affairs Eric K. Shinseki has appointed six new members to the Advisory Committee on Women Veterans, an expert panel that advises the Department of Veterans Affairs on a wide array of issues affecting women Veterans.

“VA remains committed to providing quality, timely care for women Veterans, and improving their access to benefits and services,” said Secretary Shinseki. “This committee shapes VA’s efforts to address the diverse and ever changing needs of women Veterans.”

The new committee members are Matrice W. Browne from Olney, Md; Valerie Cortazzo from Pittsburgh; Karen S. Etzler from Amazonia, Mo; Lindsay M. Long from Knoxville, Tenn.; Gundel M. E. Metz from Madison, Wis.; and Kayla Williams from Ashburn, Va.

Established in 1983, the advisory committee makes recommendations to the Secretary for administrative and legislative changes. The committee members are appointed to one-, two-, or three-year terms.

Women Veterans are one of the fastest growing segments of the Veterans population. There are 23 million Veterans; approximately 1.8 million are women Veterans. They comprise nearly 8 percent of the total Veterans population and nearly 5 percent of all Veterans who use VA health care services. VA estimates that by 2020 women Veterans will comprise 10 percent of the Veteran population.

VA has women Veterans program managers at VA medical centers and women Veterans coordinators at VA regional offices to assist women Veterans with health and benefits issues.

New Members

- Dr. Matrice Browne, Olney, Md. -- A retired Army colonel; currently in private practice, specializing in women’s health and gynecology. She also serves as adjunct assistant professor of obstetrics/gynecology at two universities.
- Valerie Cortazzo, Pittsburgh -- A former Navy third class petty officer, a former VA employee, currently an advocate for Veterans in south-western

Pennsylvania, specializing in mental health and women’s issues.

- Karen S. Etzler, Amazonia, Mo. -- A former U.S. Air Force staff sergeant, currently serves as a Veterans service officer and the women Veteran coordinator for the Missouri Veterans Commission.
- Lindsay M. Long, Knoxville, Tenn. -- A former Marine lance corporal, currently works as a chemical operator for a private contractor, and serves as the American Indian representative for the Department of Energy’s Native American Committee.
- Gundel M. E. Metz, Madison, Wis. -- A retired Army sergeant first class; currently serves as a Women Veterans Coordinator for the State of Wisconsin Department of Veterans Affairs.
- Kayla Williams, Ashburn, Va. -- A former Army sergeant with service in Iraq, currently a project associate in a private research organization, conducting research and analysis on intelligence, defense, military and Veterans issues.



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You can also follow us on Twitter! Stay connected to YOUR VA from the comfort of your own computer!
- Stay in the Loop with our Listserv! You can sign up for bi-weekly information right on the front page of our website. Stay in the know with resources, programs and special events. Go to: www.saltlakecity.va.gov



Nurse Practitioner Jaime Clinton-Lont checks the blood pressure on one of our women Veterans.

VA Salt Lake City Health Care System Shows off Services for Women

Patriotism knows no gender.

Women's Clinic Open House "Opens Eyes of More Female Veterans"

Heart health awareness week did a lot more than just remind women Veterans to take care of themselves, it reminded them to take advantage of the health care benefits they have earned. The VA Salt Lake City Health Care System welcomed women Veterans to an open house for free health screenings and information. In two hours nurses and doctors connected with 38 women and educated three women brand new to the clinic. While having their blood pressure and EKG's taken, female Veterans were educated on all the resources available to them including help with PTSD, and Military Sexual Trauma. Gina Painter, Women's Program Manager, did several interviews with local media outlets explaining the VA's commitment to female Veterans and their unique health care needs. She also talked about just how honored she is to serve such a courageous population of women. The clinic was full of Veterans of all ages and eras; brand new young Veterans sitting next to Vietnam Veterans. One Desert Storm Veteran was there with her four year old son in a stroller, something the VA hasn't seen a lot of in the past but times are definitely changing.

Did you know the Women's Clinic holds a support group every Thursday night?

The **Women Helping Women Support and Education Group** gets together every Thursday night. All you have to do is show up. Its purpose is to provide a safe, positive, supportive, and non-therapeutic place for women Veterans to gather. We talk about hope, grief and loss, employment strategies, understanding trauma, dealing with fear, exercise, and good old fashioned girl talk.

One woman Veteran decided to share her thoughts with us after several group meetings.

The group is facilitated by Jeri Lambourne, multi-denominational chaplain resident, and Gina Painter, program manager for the women's clinic, and a social worker.

Lambourne is the mother of two woman veterans. "I know what women veterans face," says Lambourne. "This is an opportunity to help."

In the group, woman veterans tell their stories and get support from others who have gone through the same, or similar experiences. It is a place where they can discuss things they may not be able to talk about anywhere else. It is also a nurturing environment where women can interact with other women in a spirit of self-discovery without the disruptions of everyday life.

Painter had heard from providers in the hospital that it would be nice for the women veterans to have a place to come. "I want a place for women to connect," she says. "I also want to create a cohesive group where the women support one another through shared experiences."

During one evening, the group was spent with guest speakers discussing intimate women's issues. On another evening, Yael Calhoun of Green Tree Yoga gave a yoga class. Then there was facial night, where the woman shared in discussions and laughter, while acquiring a new look. Part of Painter's vision is to be able to teach things that the women want to learn, such as yoga.

The support group takes place each Thursday evening from 6:00 p.m. to 7:30 p.m. in the Woman's Clinic at the VA Medical Center, 500 Foothill Drive in Salt Lake City. Light refreshments are served. For more information, call Jeri Lambourne at 801-582-1565, ext. 4280, or Gina Painter at ext. 5423.

Secretary Shinseki Releases Draft Gulf War Task Force Report

Report Provides Roadmap to Transform Care and Services to Gulf War Veterans

WASHINGTON – Today, Secretary of Veterans Affairs Eric K. Shinseki announced that the Department’s Gulf War Veterans’ Illnesses Task Force has completed the final draft of a comprehensive report that will redefine how the Department of Veterans Affairs (VA) addresses the concerns of Veterans who deployed during the Gulf War in 1990 and 1991.

“Our mission at VA is to be advocates for Veterans,” said Secretary Shinseki. “This report’s action plans provide a roadmap to transform the care and services we deliver to Gulf War Veterans. We must learn from the past and take the opportunity to anticipate the future needs of our Veterans.”

Notification of the draft written report will be published tomorrow in the Federal Register, and the draft written report identifies seven areas where VA will improve services for this group of Veterans.

Among these improvements, VA will reconnect with Veterans from the 1990 – 1991 Gulf War, strengthen the training of clinicians and claims processors, and reenergize its research effort. VA will also proactively strengthen partnerships and medical surveillance to address the potential health impacts on Veterans from the environmental exposures on today’s battlefields.

Earlier this month, VA published a proposed rule that will enable VA to grant service connection on a presumptive basis for nine specific infectious diseases associated

with military service in Southwest Asia after August 2, 1990, or in Afghanistan on or after September 19, 2001. The proposed rule change was based on a recent Institute of Medicine review of the scientific literature, and is a part of VA’s on-going Gulf War studies. This rule, when implemented, will make it easier for Veterans to obtain disability compensation and related healthcare.

The mission of VA’s Gulf War Veterans’ Illnesses Task Force is to identify both gaps in services as well as opportunities to better serve Veterans of the Gulf War. Of the almost 700,000 service members who deployed to Operation Desert Shield in 1990 and Operation Desert Storm in 1991, more than 300,000 have filed disability claims and over 85 percent have been granted service connection for at least one condition.

The Chairman of the Gulf War Veterans’ Illnesses Task Force is John R. Gingrich, Chief of Staff at VA, a retired Army officer who also served during the Gulf War.

“Reaching out to Gulf War Veterans is not only essential to our transformation of VA, for many of us it is also personal,” said Gingrich. “Having commanded troops in the Gulf War, and then knowing that some of these brave men and women have fallen to mysterious illnesses has been both a frustrating and saddening experience. We now have an opportunity to do something about

this situation -- with this Task Force, I know that we will improve the care and services these Veterans have earned.”

VA’s Gulf War Veterans’ Illnesses Task Force recommendations build on the excellent work and findings of The Gulf War Veterans Illnesses Advisory Committee, VA Research Advisory Committee on Gulf War Illnesses, the interagency Deployment Health Working Group, and other related sources. Some of the Task Force’s recommendations include:

- Improve data sharing with Department of Defense to notify Veterans of potential exposures, monitor their long-term health and inform them about decisions regard-ing additional follow up.
- Improve the delivery of ben-efits to Veterans with Gulf War-related disabilities by:
 - ◆ Reviewing and, if neces-sary, updating regulations affecting Gulf War Veterans.
 - ◆ Expanding training for VBA examiners on how to administer disability claims with multiple known toxin exposure incidents.
- Improve VA healthcare for Veterans through a new model of interdisciplinary health education and training.
- Increase number of long-term, Veteran-focused studies of Veterans to enhance the quality of care VA provides.

(continues page 8)

Gulf War Task Force (cont.)

- Transition from reactive to proactive medical surveillance to help better manage Veterans' potential hazardous exposures.
- Find new treatments for Gulf War Veterans through new research.
- Enhance outreach to provide information and guidance to Veterans about benefits and services available to them for injuries/illnesses associated with Gulf War service.

As a first step, VA is seeking public comments on the

draft written report before final publication. The public notice will be posted at www.Regulations.gov, and the draft written report will be open for comment for thirty (30) days. Comments may also be submitted via mail as described in the public notice. In addition, VA recognizes that a great number of Gulf War Veterans use a computer on a daily basis to socialize their issues and concerns, so VA has also created a public discussion board on the seven recommendations at: <http://yourgulfwarvoice.uservoice.com>.

To view the report without making recommendations, you may view a copy on VA's website at http://www1.va.gov/opa/vadocs/gwvi_draft_report.pdf.

Ranks of Homeless Veterans Drop 18 Percent

Wide-Ranging Partnerships and VA Commitment Credited

WASHINGTON – The number of Veterans homeless on a typical night dropped 18 percent as the Department of Veterans Affairs (VA) entered the second year of its campaign to eliminate homelessness among Veterans within five years.

“It will take the dedication, creativity and hard work of many parts of American society to end homelessness among Veterans,” said Secretary of Veterans Affairs Eric K. Shinseki. “But mostly it takes the resolve to say: It is unacceptable for a single Veteran to spend the night on the streets of America.”

VA's Community Homeless Assessment Local Education and Networking Groups (CHALENG), which conducts a widely cited, annual census of homeless Veterans, estimated 107,000 Veterans were homeless each night last year. That figure was 131,000 in 2008 and 154,000 in 2007.

“The reduction was achieved through VA's commitment to end homelessness among Veterans through enhanced collaboration with other federal, state, faith-based, Veteran service organizations and community partners,” Shinseki said.

VA has approximately 4,000 agreements with community partners. Last year, more than 92,000 homeless Veterans were served by VA's specialized homeless programs. This is an increase of 15 percent from the previous year.

An important program that has helped Veterans leave homelessness began in June 2008 when VA partnered with the Department of Housing and Urban Development. VA provides dedicated case management to homeless Veterans, and HUD provides housing vouchers to Veterans and their families. Since the program, called HUD-VASH, began, 20,000 housing vouchers have been given for homeless Veterans.

A recent VA study of Veterans discharged from VA-funded residential rehabilitation and transitional housing programs indicated that 79 percent remained housed one year after discharge.

Many homeless Veterans are treated in VA mental health programs. National policies on suicide prevention, medication management and substances abuse have improved the lives of homeless Veterans.

“To eliminate homelessness, we must help more than Veterans currently without a place to live,” said Shinseki. “We must prevent approximately 27,000 new Veterans who are at risk of becoming homeless from crossing that tragic line each year.”

Information about the CHALENG process and previous CHALENG reports about homelessness can be found on the Internet at: <http://www1.va.gov/HOMELESS/chaleng.asp>. The 2009 report is projected to be published in spring 2010.

Did You Know...

- **A PTSD intake session** is held weekly, every Tuesday, (except holidays) at 11:00 a.m. in Building 47 (Outpatient Mental Health) at the George E. Wahlen VA Medical Center. No appointment is necessary. Please bring a copy of your DD Form 214.
- **The Transportation Accessible Skills Program is underway.** This is a Veteran to Veteran training on how to ride UTA: buses, TRAX and Front Runner. Instructor Troy Roper provides in-depth training defining routes and access throughout the Wasatch Front or basic training such as where to purchase a reduced fare card if applicable. The TAS Program is customized to clients needs. If you'd like to learn to ride UTA's public transportation Troy Roper will show you the ropes! The TAS Program is open to all Veterans and employees of the VA, so jump on board with Troy!!
Call Troy Roper for additional information at 801-582-1565, ext. 4670, email Troy at troy.roper@va.gov.
- **Fisher House** has planned to build a house in Salt Lake City to accommodate Veterans and their families who travel long distances to receive long term care at our facility. Fisher Houses provide temporary lodging in a "home away from home" atmosphere. The houses range from 5,000 to 16,000 square feet, and the one designed for our campus will be one of the largest. Contributions from the community are welcome and are greatly appreciated. Donations can be made specific to the Salt Lake City Fisher House by logging on to www.fisherhouse.org or by mail at:

Fisher House Foundation, Inc.
111 Rockville Pike, Suite 420
Rockville, MD 20850-5168

Checks can be made payable to the Fisher House Foundation

- **The H1N1 Flu Shot Clinic** is open for Veteran walk-ins Monday to Friday from 8:15 a.m. to 3:30 p.m. in the Ambulatory Medicine Unit (AMU) in Building 1. Staff can get their shots at Employee Health in Building 2.
- **The Visiting Policy is Back to Normal.** The second wave of H1N1 flu outbreak is over and the VA Salt Lake City Health Care System is returning to its normal visiting policy. Should a third wave occur, we may have to return to the more restrictive policy. Thank you for your continued cooperation and for helping us keep our visitors safe.

VA Honors Former Prisoners of War

They remember the exact measurements of their cell. They know exactly how many days they were held against their will and they know it was their will that kept them alive.

These extraordinary men and women endured captivity, suffered extreme deprivation, and sacrificed their own freedom to preserve the freedom of all Americans. They are the ultimate survivors when giving up or giving in was not an option. The date is significant. Former POW Recognition Day is held each year on April 9, the day that a starving and exhausted U.S. military force at Bataan in the Philippines surrendered to the invading Japanese during World War II. Ten thousand American soldiers, along with thousands of Filipinos, were marched some 70 miles to a POW camp. An estimated 600 to 650 American soldiers died from maltreatment and murder along the way. The rest faced years of brutal and deadly captivity in the Philippines and Japan.

An appreciation luncheon honored about 40 surviving POWs in Utah from World War Two to Vietnam. The event featured an invocation by Army Chaplain Perry Schmitt, who lauded the POWs for their bravery and also spoke of healing. "It is one thing to take a man out of prison, yet another thing to take the prison out of the man." Eugene Neilsen was a young private first class in the 59th Coast Artillery in 1944 and among only 11 survivors of the massacre at Palawan in the Philippines. He re-calls Japanese guards herding Allied war prisoners into trenches, soaking them with gasoline and lighting them on fire. Nielsen is 94 and remembers this as if it were yesterday. He ran for his life, dove off a cliff and hid in a pile of garbage and coconut husks. He was shot several times at sea trying to swim to safety. He swam through the night wounded and bleeding. Nearly nine hours later he was able to tell his story to an Army intelligence officer. His tale of torture is credited with prompting the rescue of hundreds of American and British soldiers held at the Cabanatuan POW camp.

The event highlight for sure was performances done by fifth graders from Meadowlark Elementary School in Salt Lake City. Led by their enthusiastic instructor Cindy Carleton, the group performed songs representing each branch of the service. Their spirit and sincerity brought some of the older Veterans to tears.

Serving Veterans Close to Home

The VASLCHCS serves veterans in the largest geographic area within the Department of Veterans Affairs. In addition to the services provided at the George E. Wahlen Department of Veterans Affairs Medical Center in Salt Lake City, the VASLCHCS provides veterans with routine primary care and preventative screening services at nine Community Based Outpatient Clinics.

How are we doing?

Surveys of the Health Experience of Patients (SHEP) surveys are designed to measure veterans' perceptions on Veterans Health Administration's ten Core Veterans

Healthcare Service Standards (VHSS) listed below:

- **Access** - We will provide you with timely access to health care.
- **Preferences** - We will involve you in decisions about your care.
- **Education** - We will strive to provide information and education about your health care that you understand.
- **Emotional Support** - We will provide support to meet your emotional needs.
- **Coordination of Care (Visit and Overall)** - We will take responsibility for coordination of your care.

- **Continuity** - One health care team will be in charge of your care.
- **Courtesy** - We will treat you with courtesy and dignity.
- **Involvement of Family & Friends** - We will provide opportunities to involve your family in your care when appropriate.
- **Physical Comfort** - We will strive to meet your physical comfort needs.
- **Transition** - We will provide smooth transition between your inpatient and outpatient care.

SHEP Survey results fiscal year 2009 through November 2009

	Inpatient Overall Quality	Outpatient Overall Quality	Provider Wait Time	Appt. as Soon as Wanted Established Patients	Appt. as Soon as Wanted New Patients
National	64.0	56.0	78.8	78.6	79.5
SALT LAKE CITY	67.5	57.2	79.0	NA	NA

VISN 19 Nurse Health Line Program: 1-866-369-8020

The VA Rocky Mountain Network (VISN 19) offers you access to Nurse Health Line, a 24-hour health information service. Through a toll-free telephone number, 1-866-369-8020, you will be able to reach experienced registered nurses who will provide you with:

- Confidential valuable level of service
- Information to help you become a better informed health care consumer
- Tools to be an active participant in your own health care

Nurse Health Line cannot provide you with:

- Information regarding eligibility for care or disability benefits
- Availability of clinical appointments
- Prescription refills or test results
- Connection with your primary care provider
- Diagnosis of your problem, nor recommend specific treatment

Nurse Health Line is not a substitute for your doctor's care. For medical emergency dial 911

*Nurse Health
Line Program*

