



Just the Facts

DIRECTOR'S FAREWELL

It is with mixed emotions that I inform you that I have accepted the assignment as Director at the VA Medical Center in Portland, Oregon. I am excited about this opportunity to lead one of VA's largest and most complex tertiary care facilities. I am honored and humbled by VA's confidence in my abilities to take on this position of even greater responsibility. I look forward to the professional challenges involved in this new endeavor while also taking advantage of the personal opportunity to explore our great nation's west coast



My present plans are to work with VISN 6 leadership regarding a transition as I depart in early July. Mr. Dan Hoffmann, VISN 6 Network Director, will appoint an Interim Director while the search begins for the next Director of the Salem VAMC. I am hopeful and confident that the search committee appointed by Mr. Hoffmann will find the right person to serve as your next Director. I know that this person will inherit a health care team that is second to none in VA.

I can assure you I have been very satisfied to have had the privilege to serve as your Director. The work for me has been rewarding and incredibly satisfying. I reflect on your warm and enthusiastic welcome to me as a new Director and then your tremendous dedication and support as we accomplished so many great and wonderful achievements in the past three years. We have worked together to improve access for an ever growing number of Veterans by offering more services at additional sites of care. We have improved quality of care as measured by our clinical and administrative performance measures, now meeting or exceeding an incredible 93% of the measures. We have significantly improved our standing in this community as an employer of choice as measured by our All Employee Survey which has demonstrated significant gains across all elements of employee satisfaction for two years in a row. We have also continued to set an example for all VISN 6 facilities of just how effective a Labor/Management Partnership Committee can be when we keep our focus of taking care of Veterans while also supporting those dedicated employees that have committed their lives to this purpose.

As proud as I am of our many achievements, nothing compares to the countless letters I receive, and the numerous conversations I have had with the Veterans we serve in regards to their satisfaction with the care they receive at Salem VAMC. As President Roosevelt stated 75 years ago "I commend them to your care," our Veterans know we continue to carry that charge forward with every bit the dedication, enthusiasm and commitment as the historic day that statement was delivered. It is clear to me that we have touched so many lives in such a positive way, and our Veterans recognize and acknowledge it.

And just as we have touched so many lives, you have touched my life. My reflections will always be fond and warm of the rich and rewarding relationships we have shared. My life is fuller because of this unique bond that we have shared in serving our nation's Veterans. I have truly been blessed by this experience. I wish each and every one of you the very best.

John E. Patrick
Medical Center Director

RURAL HEALTH TEAM

There are 8 million Veterans enrolled in VA Health Care System. Nationwide, about 3 million Veterans enrolled in the VA Health Care System live in rural areas. These rural Veterans sometimes cannot find a way to travel to see a doctor or other health care workers. Rural Veterans might not live near a VA hospital or a VA doctor's office. Some rural Veterans need help to schedule visits to see a doctor or to schedule medical tests or to get medicine from their local drug store. Nationwide, only 20% of Americans (60 million) live in rural areas, but 39% of Veterans are rural. 44% of military recruits are rural vs. 14% from major U.S. cities.



Salem's Rural Health Team: (Left to Right) Marian McConnell, James Bonds, Kathryn Null, Kimberly Jarrett, April Lopez, Brenda Hart, Vicky Mullins, Kari Wygal, Jennifer Noell, and Kirsten Funk .
Not pictured: Andrew Forest, Paul Kirtley, Joseph Smigiel

In Salem VAMC's catchment area there are 30,899 rural + highly rural enrollees (Priority 1-8D) vs. 15,519 urban enrollees. Approximately 1,140 women Veterans enrollees reside in localities that are designated as rural and highly rural. There are approximately 3,000 women Veterans in Salem's Rural Health Area not currently enrolled in the VA system.

Salem VAMC now has a **Rural Health Team** to serve Veterans in our catchment areas. Kirsten Funk is the Rural Health Integrator (team leader). Thirteen staff members support this initiative: a Public Affairs Officer; Health Education Manager; Program Support Assistant; Medical Support Assistant; Outreach, Clinical, and CBOC Nurses; Social Worker; Pharmacists; and a van driver. The team is under Salem VAMC's Primary Care Service Line, and works closely with Home Based Primary Care, Tele-medicine, Women's Health, Mental Health, OEF/OIF Coordinator, and other services.

Key Elements of VISN 6 Rural Health Initiative: "No wrong door to which rural Veterans or their families can come for help."

- Community Engagement of Providers and Community Leaders
- Educate and Engage Consumers and their Families
- Health Education, Screening, and Crosswalk to VA Clinical Programs (OEF/OIF, PTSD, TBI, Depression, Weight, Pain, Diabetes, Smoking Cessation, etc.)
- My HealtheVet Sign-up
- Registration/Eligibility
- Justice Outreach
- Homelessness Interventions at Individual & Community Levels

VHA Office of Rural Health strategic goals include:

- Improve access and quality of care for rural and highly rural Veterans.
- Optimize the use of available and emerging technologies to enhance services to Veterans residing in rural and highly rural areas.
- Maximize utilization of existing and emerging studies and analyses to impact care delivered to rural and highly rural Veterans.
- Improve availability of education and training for VA and non-VA service providers to rural and highly rural Veterans.
- Enhance existing and implement new strategies to improve collaborations and increase service options for rural and highly rural Veterans.
- Develop innovative methods to identify, recruit and retain medical professionals and requisite expertise in rural and highly rural communities.

The Salem VAMC Rural Health Team is exploring the needs of female Veterans and plan to research equipment and supply needs at Salem CBOCs to provide them with equivalent supplies that are offered at Salem VAMC's Women's Health Clinic. The Team has designated rural health funds to address these needs.

For more information see the Rural Health Website: <http://vaww.ruralhealth.va.gov/>

MELTING POT CORNER— ASIAN PACIFIC AMERICAN HERITAGE CELEBRATION

Submitted by Evelyn Sayers, Photos by Jeanne Wilson

On May 18, Salem VAMC celebrated Asian Pacific American (APA) Heritage Month; a celebration of Asians and Pacific Islanders in the U.S. We had a display of various arts, crafts and costumes from the different Asian Pacific countries all over the world, Hula dance performances by the “Journey Paradise,” a local Polynesian Dance group, and a piano music by yours truly with some Veterans, visitors and employees singing their hearts out.

APA Heritage Month celebration was established by Congressional bills passed in June 1977 and a Joint Resolution designating the annual celebration signed by President Jimmy Carter on Oct 5, 1978. The holiday was expanded further when Pres George H. W. Bush on May

1990, designated May to be the APA Heritage Month. May was chosen for

the celebration to commemorate the immigration of the first Japanese to the US on May 7, 1843, and to mark the anniversary of the completion of the transcontinental railroad on May 10, 1869. The majority of the workers who laid the tracks were Chinese immigrants. APA Heritage Month is celebrated with community festivals, government-sponsored activities, and educational activities for students.

There are about 15.5 million US residents who said they were Asian alone or Asian in combination with one or more other races. Also, there are about 1.1 million US residents who said they were Native Hawaiian and other Pacific Islanders, either alone or in combination with one or more other races (est. July 2008).



Evelyn Sayers, Asia-Pacific American Heritage Month Event Planner, Gwen Chambers, Polynesian dancer, David Beatty, EEO Diversity Officer, Ilima Noble, Paradise Journey Polynesian Dance Troupe teacher.



VA HIV TESTING WEEK, JUNE 27–JULY 3: MAKING TESTING ROUTINE

Fact: Nine out of 10 Veterans have never been tested for HIV. It's time to put HIV testing on VA's radar screen.

Every year, the U.S. marks June 27 as National HIV Testing Day. This year, VA is going one better. We're having VA HIV Testing Week, June 27–July 3. The week will kick off a sustained effort to increase HIV testing throughout VHA, with a goal of diagnosing those Veterans with HIV and providing them with the care they need.

We all know that HIV testing saves lives. It's as cost-effective as screening for colon cancer or diabetes. The U.S. Centers for Disease Control and Prevention recommends making HIV testing part of routine medical care. So does the American College of Physicians. And so does VA—routine voluntary HIV testing is now official VA policy. Therefore, we're not trying to just increase testing for a week. We're shooting much higher. We want to make HIV testing a clinical reflex in VA. Why? Because of the concern that there are Veterans in VHA care with undiagnosed HIV infection. **Ask your Doctor today about getting tested!**



UNION STEWARD: STONY HUMPHREYS

My name is Stonewall (Stony) Jackson Humphreys, III. I began my career at Salem VAMC in 1995 in the Electrical Maintenance Shop as an electrician. I completed a four (4) year electrical apprenticeship in Roanoke.

I was a member of Local Union 637 International Brotherhood of Electrical Workers (IBEW) for 24 years. I am currently a member of Local 1739 and serve as one of your Union Stewards and a Safety Representative here at the Salem VA Medical Center.

I serve on several committees here at the medical center such as the Accident Review Board, Environment of Care Committee, Green Environmental Management Committee, and the Emergency Management Committee. I participate annually on the Workplace Evaluation, Wage Grade Survey and various other safety inspections



PHARMACY PRACTICE RESIDENTS PRESENT RESEARCH AT CONFERENCE

Submitted by Francine Farnsworth, PharmD, BCPS, CPE

The 29th Annual Eastern States Residency Conference for Pharmacy Residents and Preceptors was held at the Hershey Lodge in Hershey, PA April 28-30, 2010. Approximately 150 pharmacy residency programs, from Maine through Virginia, were represented. The conference was well attended with numerous educational opportunities, as residents presented their research projects via platform or poster sessions. In total, 61 posters were displayed and 523 platform presentations were presented with Drs. Lindsay Smith and Kellie Burke among the presenters.

Dr. Smith's research poster presentation was entitled, "Long-Term Smoking Cessation Outcomes in a Veteran Population." Contributing advisors to her project were Joanne M. Hawley, PharmD, BCPS, BCPP, Bridgette Vest, GNP, and Rebecca Wood, PharmD, BCPS.

Dr. Burke's platform presentation was entitled, "Integration of Clinical Pharmacy Services in an Outpatient Rheumatology Clinic at Salem Veterans Affairs Medical Center." Contributing advisors to her project were Francine Farnsworth, PharmD, BCPS, CPE, Jena Willis, PharmD, and John Pendleton, MD.

The contributing research advisors offered support, suggestions, and guidance for their projects. Drs. Rebecca Wood and Jena Willis attended the conference with Drs. Burke and Smith.



(Left to Right): Dr. Jena Willis (Clinical Pharmacy Specialist – Primary Care); Dr. Kellie Burke (Pharmacy Resident); Dr. Lindsay Smith (Pharmacy Resident); Dr. Rebecca Wood (Clinical Pharmacy Specialist – Internal Medicine)

WATER CONSERVATION

Submitted by Robert Rossbacher

Did you know? A leaky faucet can waste more than 3,100 gallons of water per year. An American home wastes, on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, etc. Nationwide, more than 1 trillion gallons of water leak from U.S. homes each year. Beginning in fiscal year 2008, Federal agencies must reduce water consumption intensity, relative to their fiscal year 2007 baseline, through cost-effective life-cycle measures by 2 % annually (or 16 % total) by the end of fiscal year 2015. Check out this link for tips on fixing leaks: http://www.epa.gov/watersense/water_efficiency/fix_a_leak.html



CONSTRUCTION UPDATES

Submitted by Wayne Johnson

The Salem VAMC skyline is changing! June and July will see additional changes as progress continues on the Open MRI Addition to Building 2A. This building will begin to join the recently-erected Mental Health Building on the skyline.

June and July will also see progress on the following:

- ☆ Elevator renovation: Complete Buildings 4, 12 (1st elevator), and 74. Begin work for Buildings 77 and 12 (2nd elevator). Building 9 work should begin in July with Buildings 7 and 75 to follow.
- ☆ Building 143 Fire Alarm System Replacement - progress will continue.
- ☆ Steam repairs in the West Loop affecting Buildings 74, 75, and 76 - will continue.
- ☆ Construction of Building 75 Education Center - should initiate.
- ☆ Vehicle refueling station modernization and relocation – should initiate.
- ☆ Construction of a Contractor staging area near parking lot T - should resume.
- ☆ Replacement of roofs for East Loop Corridors and Buildings 143 and 2A – initiate late July.
- ☆ HVAC systems replacement in Buildings 11 and 12 (in design) - should initiate by late July.

Several other substantial Projects are in the process of procurement, and some of these could begin in the June – July timeframe:

- ☆ Installation of lighting in Parking lots H and I and new transformers in two locations.
- ☆ Installation of shuttle bus shelters.
- ☆ Renovation of Building 76, 1st floor, for relocation of Medical Research (likely begin after July).
- ☆ Renovation of Building 9, 2nd Floor (likely begin after July).
- ☆ Unfortunately, contract delays and disagreements are as unavoidable as they are regrettable.

Several Projects are in a delay situation awaiting resolution:

- ☆ Correction of floor deficiencies: Auditorium, Building 143 corridors, and Building 4 corridors.
- ☆ Renovation of the Canteen dining areas.
- ☆ Projects recently completed include:
 - ☆ Replacement of flooring in renal area.
 - ☆ Upgrades to Dental – Phase I.
 - ☆ Upgrade of Operating Room 6.

At any given point in time, a number of smaller Projects are also in progress. FMS will continue to do our best to coordinate all construction activities with directly-affected personnel and services. We continue to appreciate and request your patience as we strive to improve Salem VAMC facilities. While we realize that everyone is affected in some way by the current level of construction, we will work diligently to minimize the impacts. Please immediately report any unsafe conditions or situations to Safety (Ext. 2292) or FMS (Ext. 2700).



TONER CARTRIDGE RECYCLING

Submitted by Dan Finley

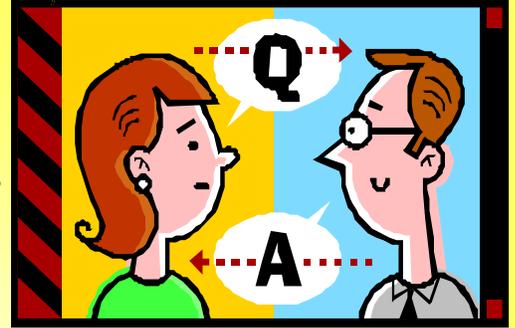
In an effort to reduce our impact on the environment, Salem VAMC has a toner cartridge recycling program. All cartridges must be returned to the Shipping and Receiving Section for recycling. The toner cartridge program is self service, but assistance is available if needed. If you have any questions, please contact Michael Bennett, Material Handling Supervisor at 2689 or Dan Finley, GEMS Coordinator at Ext. 2694.



ASK ETHEL!

Submitted by Leslie Hindle, MSW, LCSW

The Integrated Ethics Committee will pose a question each month in *Just the Facts*. Questions and Answers will address boundaries and other ethical Issues in the workplace. Answers will appear in the following month's issue of *Just the Facts*. Employees are encouraged to submit questions to Ethics at (122). Please include your name and extension if you want a personal response (all responses are confidential).



Last Month's Ethics Question: Is it an ethics violation for VAMC employees to donate money to civic organizations, such as Rotary Club, Civitans, or Ruritans?

Answer:

VAMC employees, acting in a non-official capacity and during non-duty hours, may usually donate personal resources (e.g. money, gifts, time) to civic and charitable organizations. If a situation occurs where a VA employee could potentially have conflicting financial interests related to participation with a civic or charitable organization, you should discuss the matter with your supervisor so that steps can be taken to prevent the conflict. VA employees (as private individuals) who engage in fundraising activities for organizations need to be aware that some restrictions exist. These restrictions include (but are not limited to):

- Asking for a contribution from a subordinate is not allowed;
- Asking for a contribution from someone who is regulated by, does business with or seeks official action by the agency is not allowed;
- Asking for a contribution by anyone with (financial) interests that may be affected by your job is prohibited; and
- You may not use your title, position, authority or any Government resources to further the fundraising effort.

Remember a fabulous way we as VAMC employees can contribute our resources is through the annual Combined Federal Campaign, CFC. The CFC is a VA-sanctioned fund raising event held annually, usually commencing in early Fall.

The Standards of Ethical Conduct for Employees of the Executive Branch (June 2009) is an excellent resource for finding the answer to many ethical dilemmas. This guide is available at - http://www.usoge.gov/ethics_docs/publications/reference_publications/rfsoc.pdf

Next Month's Question:

"Dear Ethel,

If I am working on a unit where a Veteran has been recently admitted and I discover I am also working with his or her family member in a private practice setting, is that a conflict of interest? What should I do?"

EMPLOYEES ASSOCIATION SOFTBALL LEAGUE

Submitted by Anita Phifer

The Salem VAMC Employees Association Softball League will play on Sundays from May 23 – September 5 (excluding May 30 and July 4) at 3:30 pm and 4:30 pm on the Salem VAMC ball field. Umpires (VA employees) are needed. For more information contact Joni Lynch at Ext. 2171.



COMPLIMENTS CORNER

Submitted by Robin Haas



- ☺ “Thanks to the staff of **4J** for treating me like a king during my stay.”
- ☺ “The staff, from top to bottom, in every area, have been extraordinary. Especially the **Nurses in Cardiac Cath** – before, during and after the procedure. Even more extraordinary were **Traci** and **Tina**; wonderful, comforting, compassionate nurses and people.”
- ☺ “**Cardiac Rehab** was very helpful to help motivate me to change my attitude toward bettering my health. Staff is caring, professional consistent and works well together. Constant communication with each other and patients.”
- ☺ “Thanks to **Dr. Sameh Hanna** for his excellent care of me. I had forgotten my medicine at home and he called the pharmacy to get enough medication to last through the day.”
- ☺ “**Christy Dillard, ER Nurse**; and **Maribeth Capuno** were very helpful to my brother and me while he was in the hospital.”
- ☺ “Concern, care and treatment were great. **Dr. Golden, Dr. Mavi, Katherine Siever; desk clerks; nurses; Xray Dept; Lab; and MRI.** Thanks for being there for us. I sing praises of your hospital.”
- ☺ “Thanks to the staff for the care and kindness shown to me on my treatment there. **Shirley Layman, Danielle, Carolyn** and **Reagan**; the staff in the **Cath Lab**. I was treated with respect and care.
- ☺ “**Dr. Dockery** and **Dr. Bonk, Podiatry**: Thank you for the wonderful service you offer our veterans. I consistently get positive feedback from Veterans regarding the services you offer them. It is wonderful to hear how much they appreciate all your efforts.”
- ☺ “**Justin Morris (Pharmacy)** was nice and has a pleasant attitude. He solved my problem and was very helpful.”
- ☺ “**Katherine Siever** is my new provider and both she and her **nurse** were friendly and very calming to me.”
- ☺ “The medical staff at your facility is great; especially the staff in **Cardiac Cath**.”

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VA RESEARCH WEEK 2010 ACTIVITIES

Submitted by Lynne Moffitt, MBA

During the week of April 26-30, Salem VAMC celebrated National VA Research Week 2010. This was a special year as it commemorated the 85th Anniversary of VA Research Program. For this occasion VA produced a special 68-page magazine titled “VA Research Today,” featuring articles that illustrate the spirit of discovery, innovation, and advancement that has characterized VA Research since its earliest days. In addition, VA published a special book entitled, “Historical Look at the Establishment of the Department of Veterans Affairs R&D Program;” a copy was placed in our VAMC Library.

At their April meetings the members R&D Committee and the Human Subjects Subcommittee were honored for their service to our local research program with special commemorative binders and mugs.

The Salem Research Institute, in conjunction with the R&D Office, put together a very impressive program this year. The main events took place on April 29 and 30. On both days the research poster display was available in the Auditorium. Posters from local Investigators, residents and medical students were included.

In the main lobby, Clinical Research Coordinators manned table displays and handed out brochures about research studies, participation and process. They answered questions from Veterans, employees and visitors all day on that Thursday. A big hit for the Veterans was a special original music video DVD by country music star and Veteran Stephen Cochran produced by the National R&D Office especially for Research Week. It can still be found at www.research.va.gov.

On April 30, the medical center invited guests for two events; the Special Medical Grand Rounds held by Residents, and Fellows-in-training regarding their research results. The 4 presentations were in the field of Endocrinology, Internal Medicine, Psychiatry and Nephrology. At noon an extraordinary lecture from a nationally known speaker, Dr. Carl Elliott from the University of Minnesota, closed our program for VA Research Week 2010 about a case study in the ethics of pharmaceutical clinical trials.



EMPLOYEES ASSOCIATION BOWLING LEAGUE—VA PIN SLAMMERS

Submitted by: President: Melissa Spears

Vice President: Dr. Steven Richards

Secretary: Stephen Jones/Melissa Spears

Here are the results from this year's Employees Association Bowling League:

- ☺ 1st Place Team—Laboratory PUB— Stephen Jones, Ashley Lefrois, Stephanie Pender, Edward Harper, and Ferris Booth, with Substitutes Susan Amos and Debbie Miller
- ☺ 2nd Place Team—The Pin Busters—Kiley Case, Heather Prayor-Patterson, Lindsay Hardy, Sharon Martin, and Dr. Steven Richards
- ☺ 3rd Place Team—Fiscally Sound—Bill Gearing, Gena Doyle, Marcia Barrow, Bill Griffin, Stephen Rickey
- ☺ Most Entertaining Award went to: SNAFU for dressing up each week and coming out and entertaining all of us.
- ☺ The Perfect Attendance Award went to: Judy Zeller with Team SNAFU
- ☺ The Most Improved Woman Award went to: Kiley Case
- ☺ The Most Improved Man Award went to: Bill Griffin
- ☺ The Highest Game Female Award went to: Mary Swanson a 216
- ☺ The Highest Game Male Award went to: Stephen Jones with a 237
- ☺ Top Substitute Award went to: Alex Phifer for stepping up to the plate when needed.
- ☺ Mr. Congeniality Award went to: Edward Harper.

Seven teams participated. Other teams that participated were:

- ☺ Team SNAFU also participated in the Roll Off—Barbara Phifer, Janis Berkebile, Lori Van Ness, Judy Zeller, Lorraine Looney
- ☺ Team Spare Time—Wanda Hickerson, Sandra Albery, Tom Salter, Darius Hall, and Brenda Jones
- ☺ Team No Shows—Valerie Hoover, Curtis Allen, Helen Malin-Christiansen, Mary Swanson, Tia Phifer, and Alex Phifer stepped up when Tia had to step down.
- ☺ Team 8—Melissa Spears, Pat Wells-Lander, Derrick Allen, James Spichek, Linda Saunders-Ferguson.

Other Regular Substitutes included: Ernie Jones, Kenneth Wills, Ricky Phifer, and Stacey Wise.



Back Row left to right: Stephen Jones, Edward Harper and Ferris Booth. Front Row: Ashley Lefrois, Susan Amos, Debbie Miller and Stephanie Pender. Susan and Debbie were substitute members. Congratulations to Laboratory PUB, the 1ST Place team for the bowling league for 2010. This year the league bowled at Lee High Bowling Center and a good time was had by all. Come and join us August 2010 for the new fall league that will be forming teams for another great year of fun and fellowship with your co-workers and family.

NATIONAL COMPLIANCE AND ETHICS WEEK

Submitted by Leslie Hindle

Salem VAMC celebrated National Compliance & Ethics Week 2010 with three events aimed at providing education to Veterans, visitors and employees with the theme, "Leading by Example."

On May 4, Tammy Kendrick, Chief of Health Information Management (HIM); David Hoover, Compliance and Business Integrity Officer; and several VAMC employees served popcorn for visitors in the lobby and provided education about the Integrated Ethics Program, VAMC Core Values, and the purpose of Compliance and Business Integrity. Specially-designed bookmarks listing some of VAMC's Core Values were also a big hit with the crowd.

On May 6, we hosted two educational sessions, one for ELC, Managers and Supervisors and another one for employees with guest speaker, Mr. Mac Barnes, JD, from the Office of Regional Council. Mr. Barnes spoke on ethical areas most commonly experienced by VAMC employees, explaining the Federal Tort Claim Act, FTCA and process, issues related to medical mal practice, charting errors, and the National Practitioner Data Bank, NPDB. Mr. Barnes' presentation was followed by a panel of experts answering questions from the audience. Many participants said they found this event to be beneficial and informative; so much we may see our panel experts back in a smaller forum in the near future. We thank the panel members, Mr. Mac Barnes, Dr. Martin, Tammy Kendrick, Codie Walker, Robert Brooks, Tracy Turner, and David Hoover for their willingness to support this program taking time out of their busy schedules to make it a success. Lastly, we wish to thank Mr. John Patrick, Director for initiating the "Leading by Example" program, providing the parameters, as well as donating gift certificates for door prizes.

We look forward to Salem employees continuing to "Lead by Example" in every area of the Medical Center, richly benefiting our Veterans



Left to Right (back row): Director John Patrick and Mac Barnes
(Front Row): Codie Walker, David Hoover, Tammy Kendrick, Bob Brooks, Tracy Turner

REPORTING SAFETY & QUALITY ISSUES

Submitted by Carol Carlson

Any employee of the Salem VAMC may report safety and quality of care issues directly to the Joint Commission, our accrediting agency. Concerns may be reported without retaliation or disciplinary action against the reporting employee. Reports may be reported to the Joint Commission through several means:



Mail:

Division of Accreditation Operations
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60180

Phone: 1-800-994-6610

Fax: 1-630-792-5636

Email: complaint@jointcommission.org

JUST THE FACTS

The newsletter is published around the 1st of each month.

If you have ideas for improving *Just the Facts* articles (250 words or less), photos, or suggestions, please contact Marian McConnell at (540) 982-2463, Ext. 1400; or email marian.mcconnell@va.gov at least 10 days before the first of the month.

Remember, you can read current and past issues on the Salem VAMC Intranet homepage.

Disclaimer: We reserve the right to edit/condense articles and information as appropriate. We will make every attempt to notify the author(s) first.

Now posted online at:

www.salem.va.gov



EVENTS CALENDAR

(Also see events online on the Salem homepage, and in the Weekly Bulletin)

Jun 1-25	Applications accepted for Employees Association Committee Members
Jun 6	D-Day Anniversary (1944) National Cancer Survivors Day
Jun 6-12	National Headache Awareness Week
Jun 10-17	Nursing Assistants Week
Jun 14	Flag Day
Jun 14-18	Healthcare Risk Management Week National Men's Health Week
Jun 16	Canteen of the Year Celebration at 2p in front of Building 2
Jun 18	All Employee Picnic and Farewell to Mr. Patrick from 10:30a-1:45p at the Salem VAMC Picnic Shelter
Jun 20	Father's Day
Jun 21	Summer Begins
Jun 27	National HIV Testing Day
July	Clean Air Month Vision Research Month National Safety Month Professional Wellness Month National Aphasia Awareness Month National Scleroderma Awareness Month Myasthenia Gravis Awareness Month National Hernia Awareness Month Lesbian, Gay, Bisexual and Transgender Pride Month
Jul 5	4th of July Holiday
Jul 16	Employees Association Red Sox Night at the Salem Stadium 7pm
Jul 24	Employees Association Six Flags Amusement Park Bus Trip

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Service	Fee
Purchases at U.S. merchant locations	FREE
Cash-back with purchase	FREE
Automatic deposit notification**	FREE
Automatic low balance notification**	FREE
Web account access	FREE
ATM balance inquiry	FREE
ATM denial	FREE
Customer Service calls	FREE
Cash from bank tellers	FREE
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ATM cash withdrawal in the U.S. including the District of Columbia, Guam, Puerto Rico, and US Virgin Islands. Surchage by ATM owner may apply.	One fee withdrawal with each deposit to your Direct Express® Card Account.*

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** If the cardholder requests this service.

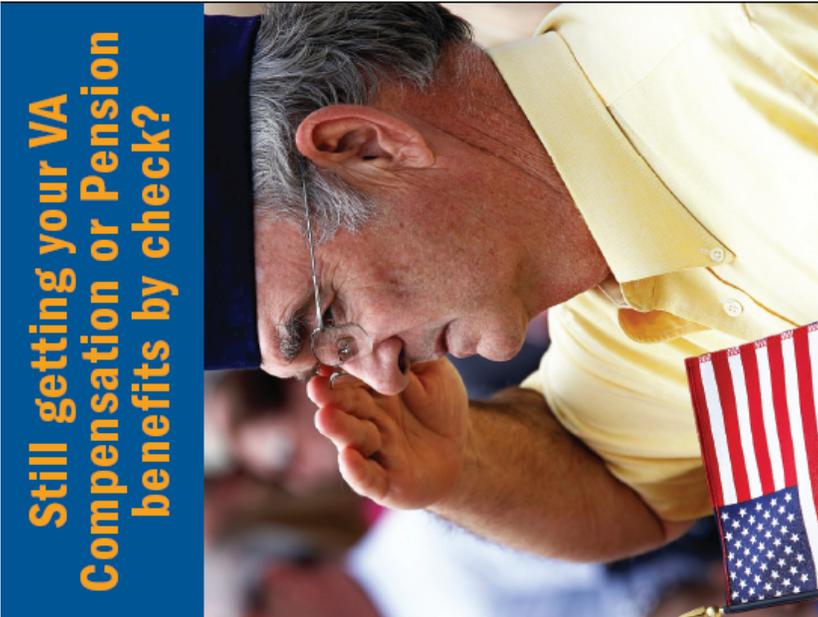
Optional Service	Fee
ATM cash withdrawals after free transactions are used in U.S. including the District of Columbia, Guam, Puerto Rico, and U.S. Virgin Islands. Surchage by ATM owner may apply.	\$0.90 each withdrawal (after free transactions are used)
Monthly paper statement mailed to you	\$0.75 each month
Funds transfer to a personal U.S. bank account	\$1.50 each time
Card replacement after one free each year	\$4.00 after one (1) free each year
Overnight delivery of replacement card	\$13.50 each time
ATM cash withdrawal outside of U.S. Surchage by ATM owner may apply.	\$3.00 plus 3% of amount withdrawn
Purchase at Merchant Locations outside of U.S.	3% of purchase amount

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- No monthly fee



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You can enroll even if you don't have a bank account. No more waiting for the mail, or worrying about lost or stolen checks. Your monthly benefits will be available on your payment day – on time, every time.

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RECOMMENDED. The U.S. Department of the Treasury encourages you to sign up for the Direct Express® card.



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Present your card when paying at any location that accepts Debit MasterCard®. The money is automatically deducted from your account. **There is no fee for using your card for purchases.**

To get cash

Get cash back for no fee with purchases at thousands of retail locations. Your card can also be used at ATMs or with bank and credit union tellers.

THE DIRECT EXPRESS® DEBIT MASTERCARD® CARD IS SECURE.

- If your card is lost or stolen, it will be replaced.
- You will have a Personal Identification Number (PIN) to use at ATMs and retail locations.
- The money in your card account is FDIC-insured (up to the maximum allowed by law).
- MasterCard Zero Liability* and federal law protect you against unauthorized use of your card, when promptly reported.

*Exceptions apply.

CAN I USE THE CARD WITHOUT PAYING ANY CARD FEES?

Yes, most services are free. There is no sign-up fee and no monthly account fee. Many other services are free, including:

- Purchases at retail locations.
- Cash back at retailers at the point of sale.
- One (1) ATM cash withdrawal in the U.S. for each deposit posted to your account (see Fee Table for details). ATM owner surcharges may apply at ATMs outside the **Direct Express®** card surcharge-free network (see Fee Table for details).
- Optional notification of deposits to your debit card account by phone, email or text message.
- Optional low balance alert when your account balance falls below a certain level.
- Balance inquiries at ATMs, by phone or online.
- Access to the toll-free customer service number or website 24 hours a day, 7 days a week.

ARE THERE ANY FEES?

Most services are free. There are fees for a limited number of optional transactions and services. See Fee Table on the other side for more information.



Call toll-free **1-888-544-6347**. This phone line is dedicated to helping people who receive **VA Compensation or Pension** benefit checks sign up for the Direct Express® card.