



Just the Facts

LYNCHBURG CBOC STAFF COME TO FALLEN MAN'S AID

On February 1, 2011, members of the Lynchburg VA Community Based Outpatient Clinic (CBOC) helped a man who was found collapsed, possibly due to a seizure, near the clinic at the local school bus stop. They offered aid to him and contacted the local rescue squad. They also comforted his young son who was with him at the time, and contacted the man's spouse by phone to inform her of the situation and ensure the child's safety. The wife expressed her appreciation to the VA staff for providing compassionate care in this emergent situation.

Our CBOCs provide vital primary care and mental health services to Veterans in Lynchburg, Danville, Hillsville (Extended Site of Care), and Tazewell. Later this year we look forward to adding two new CBOCs; one in Wytheville and one in Staunton. Watch this newsletter and our website for more information about ribbon-cutting ceremonies for these new facilities.

Along with Spring, many other exciting changes are in the air — all in support of our goal of providing excellent care to Veterans. Thanks to each and every employee and volunteer for serving those who served, with pride and dedication.



Lynchburg CBOC Staff: Top Row (Left to Right): Kathy Cavanaugh, NP; Vicky Doss, RN; Jennifer Redmond, MSA. Bottom Row: Melissa Morgan, LPN; Patricia Eubank, LPN; Stephanie Taylor, RN; Sandra Holloman, LPN; Kimberly Williams, MSA; Dana Hawkins, MSW; Ebenezer Boakye, PharmD; Brian Maddox, RN; Treva Bond, Practice Manager

Carol S. Bogedain, FACHE
Interim Director

Rural Health

Salem VAMC has a Rural Health Team to provide information and education to Veterans in our catchment areas. 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.

The Team recently shared information about VA health care services at: VFW Post 1033 in Covington; Bastian Union Church in Bastian, VA; American Legion Post 7 in Pulaski; New River Valley Community Services Board in Pulaski; Carrington Place in Wytheville; Rockbridge Community Services Board in Lexington; and the Waynesboro Senior Center's Health Fair.



Rural Health Team Member/Van Driver James Bonds with Mr. Tim Wellman of Bastian Union Church during an event on February 15th. Photo by Paula Kirtley.

Upcoming Rural Health Outreach Events:

(Also posted at www.salem.va.gov)

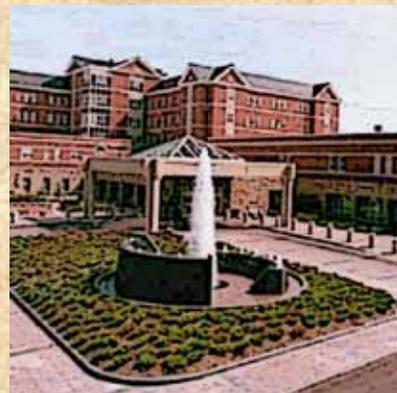
- ☆ March 7—Amvets in Collinsville on 2147 Virginia Ave. from 4-7:30p.
- ☆ March 9—Galax VFW Post 7568 on 115 Rose Land Rd. from 9:30a-2:00p.
- ☆ March 10—Rural Retreat VFW on 307 Frye Ave. from 4-7:30p.
- ☆ March 12-13 and March 19-20 – Highland Maple Sugar Festival on 94 W. Main St.; Monterey from 8:30a – 5:00p.
- ☆ March 14—Smyth-Bland Regional Library on 118 South Sheffey St. in Marion from 10a-2p.
- ☆ March 15—Marine Corps League Meeting in the FOP Building on 107 Pulaski Street in Radford from 6-9p.
- ☆ March 19—Gun Show at the Roanoke Civic Center on 710 Williamson Rd. from 9a-5p.
- ☆ March 21—Floyd Library on 321 Main Street in Floyd from 10a-2p.
- ☆ March 23 – Military Support Fair at James Madison University Conference and Student Center from 4:00-7:00p.
- ☆ April 1—Life Center of Galax on 301 Murphy St. from 10a-2p.
- ☆ April 2—Health Fair at Hollins Road Baptist Church on 3502 Old Mountain Rd. in Roanoke from 9a-2p.
- ☆ April 8—Giles County Senior Center on 1320 Wenonah Ave. in Pearisburg from 10a-2p.
- ☆ April 21—American Legion Post 7 on 338 N. Washington Ave. in Pulaski from 2-6p.
- ☆ April 30 – Military Extravaganza on 3401 U.S. Highway 29; Danville, VA from 10a – 5p.

If you would like to invite the Rural Health Team to an event, please contact Marian McConnell at (540) 855-3460 or email at marian.mcconnell@va.gov.

FACILITY ENHANCEMENTS/CONSTRUCTION NEWS

Submitted by Tina Chewing

- ☆ Thirteen shuttle bus shelters are being installed and should be completed by the first week of March.
- ☆ Progress is continuing for the MRI Expansion, with an estimated completion date of the end of April.
- ☆ Work is continuing for energy-saving improvements with a tentative completion date of the end of April.
- ☆ Construction continues on roof replacements for various buildings, as weather allows. Anticipated completion is by the end of Summer 2011.



HEART HEALTHY DEMO

Article and photo submitted by Dr. Shannon Cohen

On Valentine's Day, February 14, Kristy Suhr, Chief of Nutrition & Food Service, demonstrated heart healthy diet choices for employees and patients in the main lobby. Over 100 people received samples of her delicious low-fat low-calorie chicken dishes. Here's a sample recipe:

Herb Roasted Chicken

Ingredients:

- 2.5 tsp olive oil
- 1/8 tsp basil
- 1/8 tsp parsley
- <1/8 tsp thyme
- <1/8 tsp paprika
- <1/8 tsp onion powder
- 3/4 tsp balsamic vinegar

1 pound uncooked, skinless boneless chicken breast (four 4 ounce portions)

Instructions: Preheat oven to 350 degrees Fahrenheit. Mix spices and oil and thoroughly coat chicken. Seal chicken in aluminum foil and bake for 20 minutes. After 20 minutes, remove from oven using oven mitts. Keeping your face away from steam, open foil. Return chicken to oven and broil until browned and cooked through for 3-5 more minutes.

Serving size: 1 piece of chicken

Preparation and cooking time is about 30 minutes. Each serving is around 200 calories and 3 Weight Watchers points.



VALENTINE'S DAY EMPLOYEES ASSOCIATION WINNERS

Submitted by Beverly Bratton

Congratulations to Melissa Cable and Chaplain Quentin White who won the drawing for the Valentine's Day baskets sponsored by the Employees Association.



? ASK ETHEL?

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. Employees are encouraged to submit questions to Ethics (122). Please include your name and extension if you want a personal response (all responses are confidential).



February 2011 Ethel Question: Dear Ethel: If you are off duty, for example, in church, and a Veteran asks you for money, should you give him/her any money?

February Answer: When adhering to boundaries it is beneficial to be consistent. While off duty giving a Veteran a nominal amount of money would not violate the Salem VAMC boundary policy, however it may set a precedent. Churches are historically known to be institutions which provide all types of assistance to people. In the example you provide, if you were concerned about giving a Veteran money, another alternative would be to recommend that the Veteran speak with the Pastor, Deacon, or other church official who may be able to assist him/her with their request.

March Ethel Question: What happens if a former patient "Friend Requests" you on Facebook? Also, if a friendship with a Veteran pre-dates a recent hospitalization can I still communicate with him on Facebook?

ON-SITE ADVANCE CLASSES

Submitted by Rod Hiduskey



Advance is a VA-wide initiative to invest in employee development, workforce engagement and talent management for the delivery of high-quality healthcare, benefits and other services to Veterans and their families. In support of this national initiative to bring educational opportunities that will contribute to the professional and personal development of Salem employees, the Office of Employee Education is sponsoring the following Advance classes for 2011. These on-site classes will be facilitated by contracted VA vendor companies and will be held in 77-130d (Education Classroom). Registration for any Advance class must be done through LMS.

To register for the on-site classes: enter the class name in the Search Catalog box; locate the class; add to your learning plan; and then click on Offering Details. Participating in the on-site classes does not require you to use annual leave, but you must have approval from your supervisor to attend.

The classes are listed on our Salem VAMC Intranet Home page in the Events Calendar: Effective Communications; Building Resilience; Great Work—Great Career; Managing Self Through Change; Managing Your Team Through Change; 7 Habits of Highly Effective People; Working at the Speed of Trust; and Project Management: An Approach That Works.

Advance offers many classes to VA employees in many delivery modes. You are encouraged to research and participate in Advance classes. Accessing the entire Advance catalog can be done through LMS. All classes have size limits, so register early.

FOCUSING ON THE COMMUNITY ONE SODA CAN TAB AT A TIME

Submitted by KathyIn LeSavage

The Psychosocial Rehabilitation and Recovery Center (PRRC) Consumer Council is committed to supporting local charities through the collection of soda can tabs for the Ronald McDonald House Tab Top Program. If you are interested in contributing tabs, please drop them off at the PRRC (Building 11, Room 3) or contact President of the Consumer Council, Frank McCray, within the PRRC (Ext. 2600), or PRRC Consumer Council Liaison, Dr. LeSavage (Ext. 2398), to arrange for the tabs to be picked up at your convenience.



SALEM VAMC DECON TEAM PREPARES FOR REAL WORLD THREATS

Article and Photos by W. Watson Martin; HAS Fee-Basis Claims Assistant

Salem VAMC's DECON team participated in a three-day training event designed to help them become better informed and equipped to deal with mass casualties from its community.

The walking-worried flood emergency rooms with a critically-injured, second wave to follow. "The possibility of disasters happening are not a question of if but when," said Mark St. Marie, national VHA DECON manager and trainer.

Those who are not affected by the radiation, chemical or biological agent will likely arrive before those who are truly affected but must receive the respect of a patient; the staff must separate them quickly, St. Marie said.

The twenty-plus member DECON team learned to handle mass casualties from local industrial and transportation accidents as well as domestic-based terrorism.

It's very important to prepare to communicate not only among local VA staff but with emergency response teams at the local, state and federal level if the VA facility becomes overwhelmed, he said. A DECON team can rotate its staff from four to eight hours straight.

The decontamination staffing model for processing 50 patients in two hours includes a reception team, triage team, ambulatory and non-ambulatory cleaning stations, post triage, logistics, a site safety person, a team leader and security.

The training included triaging patients into both ambulatory and non-ambulatory groups in order to process them through their respective decontamination stations. The receiving team of two to four members helps tag the patients and bag their personal belongings with bar code technology.

Once the patient removes their clothing they must enter the decontamination trailer to wash off with soap and water. Then the patient dons a gown from the cleaning kit and receives a post-triage before moving on to the emergency room.

"This is the best training I've had at the VA," said Joe Candelario, a Nurse Practitioner at the local emergency room. "Mark has presented lots of new information with top-notch instruction."

"The Salem DECON Team has a strong clinical presence and very active participation, which is good," St. Marie said.

"The Salem DECON program has an excellent foundation for playing a vital role in the community and meeting the Joint Commission compliance requirements."

"It's absolutely fabulous to see how to apply our training to real world events," said



Top Photo: Jessica Austin, a medical support assistant, receives help donning her full-faced respirator during the DECON training event here.

2nd Photo: Denise "DJ" Jenkins, medical support assistant, looks on as Darlene Gee, an RN with the surgical intensive care unit, tries on her full body DECON suit.

3rd Photo: Darlene Gee, a registered nurse with the surgical intensive care unit, performs a flow test on her battery-operated filtration system.

Bottom Photo: Joe Candelario, an emergency room nurse practitioner assists David Teague, a maintenance mechanic, with his full-faced respirator.

(...continued from page 5...)

Darlene Gee, a registered nurse with the surgical intensive care unit here. Gee is new to the DECON team but her experience includes 29 years in emergency medical services and five years in disaster preparedness training.

"I've been with the DECON team for eight to ten years," said David Teague, a maintenance mechanic responsible for operation of the mobile decontamination unit. "I hope our upper management becomes more involved so we can become a fully effective DECON team."

The Salem VAMC DECON team's mobile, decontamination trailer will get the job done; however, St. Marie will help to procure a permanent decontamination trailer, hard-wired outside of the ER, said Dan Finley, the Salem VAMC DECON manager. The new system will help save time – at the flip of a switch everything becomes operational.

In order for DECON teams to become fully effective there is money available for performance improvement, but it involves someone who can help Finley in procuring contracts with local vendors for services such as decontaminating personal belongings and sucking water from the waste reservoirs, St. Marie said.

National Public Radio's Tuesday evening program *Assembly Conversations: Looking Back, Looking Forward* hosted Veteran State Senators Creigh Deeds and Emmett Hanger of central and southwest Virginia who spoke of the importance Veterans' affairs programs play in the community.

"The Salem VAMC, as a component of the rural Virginia economy, provides benefits and leverages a lot of federal dollars to Veterans through its various programs," said Senator Deeds. The DECON team is one such program as well as the newly-commissioned Staunton CBOC, which falls between his butterfly-shaped district.

"In emergency preparedness, we have to take advantage of every resource at our behest," said Hanger, who advocates for Veterans' centers in rural Virginia. "We have an office of commonwealth preparedness – people who are really focused on incorporating every asset at our disposal to make sure we are absolutely prepared as possible for an emergency."

"I'm really anxious to learn more about the DECON program," said Senator Hanger.



Top Photo: Mark St. Marie, the national VHA DECON manager and trainer, speaks to DECON members as they inspect and test their DECON equipment.

2nd Photo: Peter M. Hannon, a registered nurse in the medical intensive care unit, helps his buddy gear up.

3rd Photo: James Bonds, rural health program van driver, and his coworker, April Lopez, a registered nurse for rural health, listen as the instructor Mark St. Marie speaks.

Bottom Photo: A group from the DECON team use dolls that appear to have white powder on them and other information to prioritize patients during a training exercise.

COMPLIMENTS CORNER

Submitted by Ann Benois

- ☺ "I have diabetes and feel I get good attention. I have had to go to the hospital 2 or 3 times at night for care and I always get the very best of care. I have nothing but great respect for all the Salem VA staff."
- ☺ "I had to come to your Emergency Room when my pacemaker malfunctioned. I received prompt medical treatment. The Nurse, **Melva Wharton**; and **Dr. Andres Marte-Grau**, provided excellent care."
- ☺ "I've been truly blessed to have had the opportunity to be taken care of by the finest on **Ward 12-2** (Substance Abuse Treatment Program)."
- ☺ "Thanks to the staff in **PCT C** — **Dr. Chand Singh, Cindy Webb, Karen Hicks, and Dawn Bennett.**"
- ☺ "Thanks to **Sandra Albery**, Patient Funds/Patient Travel, for her remarkable service. When it was my turn, she greeted me with a smile that went all the way down to her shoes. The authenticity of her caring was apparent. It always is. She processed my paperwork and, with the same wonderful smile, wished me well. Salem VAMC is fortunate to have a person like Sandra. She seems ideally suited to this sensitive position and to be the public face of the VA. I am grateful to her for what she does for me."
- ☺ "Thanks to **Prosthetics Clerk, Chad Clark**, who helped me get my bi-pap repaired by getting the part I needed. I have lung cancer and need my bi-pap for oxygen at night."
- ☺ "Thanks to **Sharon Bottomley and Diane Godman** for their excellent care of me; I have felt better under their care than ever before."
- ☺ "Thanks to the **grounds personnel** for doing an exceptional job by clearing key areas of snow and ice. Thanks also to the staff who cleared the sidewalks near the East Gate/main entrance. "
- ☺ "Sheriff Mike Winston and the staff of the Roanoke County Sheriff's office thanked Salem VAMC staff for letting them donate gifts to Veterans this past Christmas. The Deputies who participated said how much they en-

joyed visiting the Veterans."

- ☺ "Thanks to **Dental Service—Dr. Abate** and his Assistant **Debbie Eubank** provided outstanding service; they were considerate, compassionate, and provided a quick response..."
- ☺ "I would like to commend the VA and the **Carpentry Shop** for their hard work on upgrading the second floor of Building 74. Many thanks to **Cary Schlitz** and **Vonda Broom** who got this project started and completed on time. **Robert Vaughn** and **Clayton Willoughby** were the forces behind the laying of the tile and all the trimmings. **Bill Woodfield**, Shop Leader, was also a great asset to the job. The residents of **Firebase Hope** should be recognized for their hard work on this project. **Carlos Hensley** of FBH supervised the residents. **Firebase Hope** on 76-2 was started in 1999. Thanks to all at the VA for what they do and for our homeless Veterans housing program."
- ☺ "**Chris Bradley** in Logistics should be recognized for always going the extra mile every day and being willing to help whenever he is needed."
- ☺ "Thanks to **Alvin Reynolds** in Logistics for working hard and being a team player. Thanks to **Jason Winters** in SPD for working hard and his teamwork."
- ☺ "**Delores Lewis** in Nutrition & Food Service works hard and is always willing to help in any area, no matter if it's her job responsibility or not. She is a great team player. Even though she is a supervisor she is not afraid to help out in any area."

Veterans: Do you have a compliment or suggestion to help us exceed your expectations? Our goal is to provide excellent care. Please ask to speak to the Service Level Patient Advocate (also known as "STAR") in the area. You may receive a survey in the mail; we encourage you to complete it and return it with your feedback.



REPORTING SAFETY & QUALITY ISSUES

Submitted by Quality Management



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

Be sure to check out our website
www.salem.va.gov
For events, articles, photos, this
newsletter, and more!

JUST THE FACTS

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

If you have ideas for *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)

| | |
|------------------|---|
| March | Women's History Month Save Your Vision Month National Nutrition Month American Red Cross Month National Kidney Month Hemophilia Month National Eye Donor Month Ethics Awareness Month National Colorectal Awareness Month Chronic Fatigue Awareness Month Multiple Sclerosis Education Month Deaf History Month National Social Work Month Brain Injury Awareness Month Irish-American Heritage Month |
| | Stepping Out for Health—Mondays and Thursdays from 12:15-12:45p in the main lobby |
| Mar 6-12 | Patient Safety Awareness Week |
| Mar 7 | Aerobics Classes—Mondays at 4:30p in the Auditorium |
| Mar 8 | International Working Women's Day |
| Mar 9 | Registered Dietitian Day |
| Mar 10 | World Kidney Day |
| Mar 11 | Going Green with the Roanoke Valley Greenways from 9-10a in the Auditorium |
| Mar 13 | Daylight Savings Time Begins |
| Mar 13-19 | National Pulmonary Rehabilitation Week International Brain Awareness Week |
| Mar 15 | VA Cabinet Status (1989) - VA became Veterans <u>Affairs</u> instead of Veterans Administration |
| Mar 17 | St. Patrick's Day |
| Mar 20 | Spring Begins |
| Mar 20-26 | Poison Prevention Week |
| Mar 22 | Diabetes Alert Day |
| Mar 24 | World Tuberculosis Day |
| Mar 22-24 | FED Benefits—Info re Insurance Plans from 7:30a-5p in the Main Lobby |
| Mar 27— Apr 1 | National Disabled Veterans Winter Sports Clinic—Snowmass, CO |
| Mar 29 | Play: "Our History is Our Strength" at 7p in the Auditorium |
| Mar 30 | Doctors' Day |