Issue 256
March 2014

SALEM VAMC

VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Just the Facts

VA INITIATIVE SHOWS EARLY PROMISE IN REDUCING USE OF OPIOIDS FOR CHRONIC PAIN

(News Release of February 25, 2014)

WASHINGTON -- The Department of Veterans Affairs (VA) has initiated a multi-faceted approach to reduce the use of opioids among America's Veterans using VA health care. The Opioid Safety Initiative (OSI) is a comprehensive effort to improve the quality of life for the hundreds of thousands of Veterans suffering from chronic pain.

Launched in October 2013 in Minneapolis, Minnesota, OSI is already demonstrating success in lowering dependency on this class of drugs. At eight sites of care in Minnesota, OSI practices have decreased high-dose opioid use by more than 50 percent. OSI incorporates the team approach with the goal of reducing opioid use by alleviating a Veterans' pain using non-prescription methods. There is an emphasis on patient education, close patient monitoring with frequent feedback and Complementary and Alternative Medicine practices like acupuncture.

"We have developed and implemented joint pain management guidelines which encourage the use of other medications and therapies in lieu of habit forming opiates," said Secretary of Veterans Affairs Eric K. Shinseki. "Early results give us hope that we can reduce the use of opioids for Veterans suffering with chronic pain and share these best practices across our healthcare networks."

The Opioid Safety Initiative faces the challenge of opioid dependency with an innovative and comprehensive plan that closely monitors VA's dispensing practices system-wide and coordinates pain management to include patient and provider education, testing and tapering programs, and alternative therapies like acupuncture and behavior therapy.

Veterans enrolled in the VA health care system suffer from high rates of chronic pain. Each VA facility employs personnel including Interdisciplinary Pain Medicine Specialty Teams and Consult Services, Facility Pain Committees, Pharmacy staff and Primary Care/PACT, and other professionals to accomplish the goals and objectives of the OSI.

VA has developed patient management initiatives including Pain Coach, which is a pain management app available for download by patients receiving pain management treatments, a Veterans' Health Library, including a Patient/Family Management Toolkit, and resources for Pain Management on My HealtheVet. All of these applications allow Veterans to better manage their pain without the use of opioids. VA's measurement-based pain care includes the "Pain Scale," which reduces uncertainty and helps Veterans by discussing the potential benefits of a medication and possible side-effects.

"The Opioid Safety Initiative is an example of VHA's personalized, proactive and patient-centered approach to health care. We are also using a full-range of support treatments for Veterans, including Complementary and Alternative Medicine ," said Dr. Robert Petzel, VA's Under Secretary for Health. "We are delivering health care with the patient's long-term personal health

goals at the forefront."

For further information, Veterans should contact their primary care health team. To learn more about VA health care, visit www.va.gov.

A new **PAIN CLINIC** has been established here at Salem VAMC. The name of this clinic is **Center for Interdisciplinary Pain Management** (CIPM). The emphasis is on an interdisciplinary team management, to make sure that non-pharmacologic treatments are endorsed. There are currently five providers on the team, and the co-directors are Brian Lewis, PhD, Clinical Director, and Charles Lamb, MD, FAAFP, MRO, Medical Director. Additional disciplines represented include Clinical Pharmacy and Social Work with assistance from Physical Therapy and Vocational Rehabilitation. The Clinic is located temporarily in building 9 and began seeing patients on March 3rd. The primary means of getting patients scheduled in this clinic is by consult, and an E-consult also exists for non-face-to-face management needs. While the focus is on a single exhaustive evaluation with recommendations back to the Primary Care Provider for management, the team will also be seeing patients for a finite time period in the Continuity Clinic to be stabilized prior to returning the Veterans to Primary Care. The Chronic Pain Opioid management group, conducted by Lori Rutherford, NP and Cathy Collins, RN has been incorporated into the new CIPM structure.

The Pain Clinic, located in the Neurology area, is unaffected by this new program and remains available to continue largely procedure-based interventions for our patients. The same is true for Interventional Radiology, the Cognitive Behavioral Therapy (CBT) group, etc. – all previously existing groups continue to provide services.

In addition to pain control, the CIPM will measure benefits to the Veteran on a personalized scale that incorporates whether they can again do things that have been limited by pain, such as riding a bike or walking. Several exciting new Veterans benefits are being incorporated such as a Pain School and improved access to certain Fee-based services.

The next phase of CIPM development will include an inpatient program, focusing on reducing dependence on medication and improved overall function and quality of life for the chronic pain patient.

Overall the CIPM is holistic—it looks at the whole person and gives an approach unique to each Veteran. It does not simply exist to reduce pain, but to improve daily functions in patients with pain. Our goal is to provide excellent service; each Veteran's safety and quality of life is important to us. We are here to serve those who served—Honoring Service and Empowering Health.

Miguel H. LaPuz, MD, MBA,
Director

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, the OEF/OIF/OND Coordinator, and other services. Rural Health staff can help Veterans enroll for VA health care!

Recently the Team shared information about VA health care services at: the Salem Library, Blue Ridge Library, Roanoke South County Library, VFW Post 115 in Hillsville, VFW Post 6000 in Narrows, Vinton Public Library, Williamson Road Library, VFW Post 1033 in Covington, VFW Post 1033 in Covington, Jackson Park Library, Cumberland Mountain Community Services, and the Salem YMCA.

Upcoming Rural Health Outreach Events:

- March 14 from 10:30-12p—Medication Management—Williamson Road Library
- March 15-16 from 8:30a-5p—Highland County Maple Sugar Festival in Monterey
- March 17 from 10-11:30a—Nutrition & Diabetes at Salem Library
- March 18 from 10a-12p—Diabetes Self Care at VFW Post 1033 in Covington
- March 21 from 10:30a-12p—Blood Pressure Management—Blue Ridge Library
- March 22 from 10:30a-12p—AHA Friends & Family—Melrose Library in Roanoke
- March 24 from 10-11:30a—Diabetes Self Care—Salem Library
- March 25 from 12-2p—Osteoarthritis—Cumberland Mountain Community Services
- March 26 from 1-2:30p—Insomnia—Salem Senior Center
- March 27 from 10:30a-12p—Blood Pressure Management—Vinton Public Library
- March 28 from 10:30a-12p—Blood Pressure Management—Williamson Road Library
- April 1 from 10:30-11:30a—AHA Friends & Family—Gainsboro Library in Roanoke
- April 2 from 1-2:30p—Thyroid Disorders—Salem Senior Center
- April 4 from 10:30-11:30—Nutrition & Diabetes—Blue Ridge Library
- April 8 from 10a-12p—Osteoarthritis—VFW Post 115 in Hillsville
- April 9 from 10a-12p—Osteoarthritis—VFW Post 6000 in Narrows
- April 10 from 10:30a-12p—Nutrition & Diabetes—Vinton Public Library
- April 11 from 10:30a-12p—Nutrition & Diabetes—Williamson Road Library
- April 15 from 10a-12p—AHA Friends & Family—VFW Post 1033 in Covington
- April 17 from 10-11:30a—Pre-Diabetes—Bethel Ridge Assisted Living in Fincastle
- April 18 from 10:30-11:30a—Diabetes Self Care—Blue Ridge Library
- April 22 from 12-2p—Osteoarthritis—Cumberland Mountain Community Services
- April 24 from 10:30a-12p—Diabetes Self Care—Vinton Public Library

More information and upcoming events open to the public are posted at www.salem.va.gov in the events calendar. If you would like to invite the **Rural Health Team** to an event or to speak with your organization, please contact Marian McConnell at (540) 855-3460 or email marian.mcconnell@va.gov.

KINDNESS—CIVILITY— ESSAY WINNERS

*September was **Kindness**—or "Civility" month. A contest was held for employees to share their thoughts. The four winners were: Pam Braun, Theresa Grossheim, Steve Lash, and Pahnnee Winnemuth. Here is the fourth of four winner's entries.*

WHAT DOES CIVILITY MEAN TO ME? "Kindness Starts with Me"
by Pahnnee Winnemuth

The dictionary defines the word "civility" as "formal politeness and courtesy in behavior and speech." The meaning of civility to me is much more than just being polite and courteous to one another. It's also about being kind, caring, and compassionate and understanding that there are differences between all of us. We as humans are not created to look the same, act the same or even think in the same way as one another. We all derived from different cultures. We all have different views and interests among our ever increasing diverse society. There will be social conflicts. We won't always be in agreement with the other. There is no need to be neither destructive, nor inappropriate with our words and actions when we disagree on a subject. Therefore, we must learn to accept our differences and co-exist with each other to make our environment tolerable and enjoyable.

From The New International Version (NIV) Book, Luke 6:31 reads, "*Do to others as you would have them do to you*". This Golden Rule is what I choose to live by. I want to be treated with kindness as well as respect from my family, friends and co-workers. Therefore I must earn that by treating others in the same respect that I expect to get in return.

Clearly though, I know that not everyone is going to get along with me no matter how hard I try to display civility to them. There will always be in existence a person that is rude and inconsiderate. I would rather spend all my energy in being nice and feeling good about myself than to waste energy in being rude and feeling sour and grumpy all day long. One simple act of kindness goes a long way. By using the simple words such as, "thank you"; "excuse me, please" or "how do you do?" these are random acts of civility. It really isn't difficult to be civil.

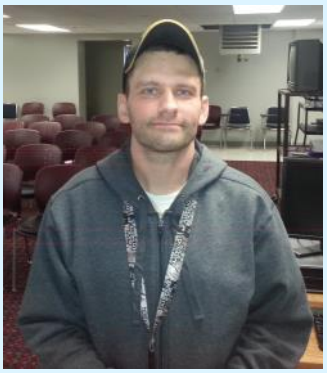
I take pride in the person that I want to be. I try to be polite and kind to others because it's just the right thing to do. Civility is important in the workplace and in everyday living. I practice civility in my workplace as often as I can. I'm human, I won't lie. It's not always easy to get along with the "negative Nancy's" around here but, I have to spend at least eight hours here 5 days a week among my co-workers. I try to make my time here as pleasant as I can for myself and my co-workers. Greeting someone with a "hello, how are you?" is a good example of showing some civility in the workplace. In our society today, I find that people tend to very "standoffish." Sometimes I can speak to a person directly and they never acknowledge me in return. What is up with that? Perhaps that person is having a bad day. None the less, it does not deter me from trying again the next day. Eventually, one day I may get a response from that individual.

I like to offer my help and support wherever and whenever I can to my fellow co-workers. We create a more productive working- environment when we behave in a civil manner. All too often, I hear someone speak negative and mean words about another co-worker. This angers me. I really don't need to hear your negative babbling about another person. Most of the time, it's all pretty much petty gossip. I find that this type of people are not happy with themselves, therefore they must belittle or begrudge others to make themselves feel better. If I'm having a bad day, this doesn't mean that I can come to work and take it out on my fellow workers either.

If I see someone doing something, but not necessarily doing it my way, this does not mean that it's the "wrong" way. It's just a different way. We as individuals can perform the same functions for a job but, we may go about it differently. There is no need in going around and telling everyone, "hey I just saw so and so doing this and he/she wasn't doing it right!" this creates a negative situation. This definitely is a prime example of incivility.

HOUSEKEEPERS OF THE MONTH AWARD

Article & Photo Submitted by Nathan Rivers



On February 18, Housekeeping held their monthly staff meeting where Mr. William Perry (pictured) and Johnathon Preslar were selected as Housekeepers of the Month. Mr. Preslar has left the facility since then, but during his time here, he did an outstanding job. As has Mr. Perry since his short time here as a new employee.

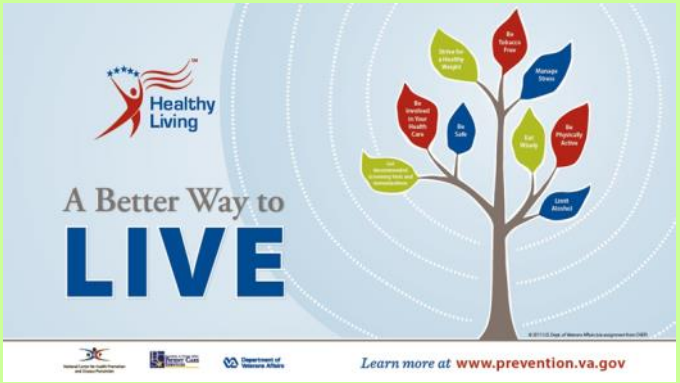
Please take the time to recognize Mr. Perry and also please take the time to recognize all of the great housekeeping aid staff we have here.

KEEP YOUR FINGER ON OUR PULSE! ONLINE, ALL THE TIME!

Salem VAMC's website is www.salem.va.gov
Our Facebook page is www.facebook.com/SalemVAMC
Out Twitter account is www.twitter.com/VASalem
Sign up today for **MyHealtheVet** at www.myhealth.va.gov
VA's National website is www.va.gov
Make these your "favorites!"

TIPS AND TRICKS TO LOSE WEIGHT

Submitted by Dr. Shannon Cohen



- Don't skip meals. Balance your intake throughout the day – avoid long stretches without eating.
- Choose whole grains. Whole grains are full of fiber, vitamins, and minerals. High fiber foods keep you feeling full longer.
- Fill up on fruits and vegetables. They are low in calories and fat, and are loaded with vitamins, minerals, and fiber.
- Don't overdo the fat. Choose lean meats, use non- stick cooking spray, avoid fried foods, and switch to low fat dairy products.
- Slow down. It takes 20 minutes for your brain to register your stomach is full!
- Avoid drinking your calories. Limit juice consumption to 4 oz per day and milk to 24 oz per day. Choose calorie free drinks such as water, diet soda, or diet drink mixes.
- If you drink alcohol, do so in moderation.
- Stay hydrated. Thirst is often misinterpreted as hunger. Consider drinking a glass of water before eating.
- Enjoy all foods in moderation.
- Consider keeping a food diary. Record the time, food item, and quantity eaten. Once you are aware of your eating habits, you can make adjustments to eat healthier and/or cut calories to 'favor gradual weight loss.

OCTOBER 2013* EMPLOYEE TOWN HALL MEETING

On October 17, 2013 (*our apologies, these were inadvertently left out of a previous issue*), an Employees Town Hall meeting was held to recognize employees awards and accomplishments. The following employees received GEM "Going the Extra Mile" awards. Many were present for a group photo.

Lunda Argabright	Patricia Farmer	Gwendolyn Fisher	Bonnie Harbourt
Debbie Jordan	Tammy Kendrick	Barbara Phifer	Dane Riffe
Rosemary Saul	Mary Stewart	Carol Via	

Service Awards:
Congratulations to the following employees for their many years of service!

35 Years
Ellison D. Curtis—FMS

30 Years
Alton G. Akin—FMS
Robert Brooks—Administrative Services
Bobby Marsh—Facility Business Office
Debra Davis—Financial Management
Dale Hendley—Police Chief
Brenda LaVette—Financial Management
Diane McMichael—Social Work
Rebecca Moore—Pathology & Lab

25 Years
Ruth Anders—Mental Health
Patricia Bowles—Facility Business Office
Karen Tuning—Mental Health
Cynthia Talton—Nursing

Top Photo—GEM Award winners with Ms. Stackhouse, AD (left) and Dr. LaPuz (right).
Bottom Left—Cynthia Talton with Dr. LaPuz.
Bottom Right—Dale Hendley with Dr. LaPuz.
Photos by Ryan Pleasants.

SALEM RECEIVES VIRGINIA WATER ENVIRONMENTAL ASSOC. AWARD

Salem VAMC received the Platinum Award for 100% compliance with the pretreatment requirements of their wastewater permit over a period of at least five consecutive years. The Virginia Water Environmental Association (VWEA) presented the award to the medical center during its annual conference on March 4, 2014 in Charlottesville, Virginia. Mr. Dan Finley was in attendance and accepted the award on behalf of the medical center.

Mr. Finley is the Green Environmental Management Systems Coordinator at the Salem VA Medical Center and is responsible for the ensuring compliance with the pretreatment standards in the wastewater permit held with the Western Virginia Water Authority. Mr. Finley works closely with the Salem Wastewater Treatment Plant operator to ensure that discharges into the wastewater system comply with permit requirements. The facility under his direction has not received any significant findings in the previous five annual inspections.

SALEM VA Medical Center
RACQUETBALL DEMONSTRATION CLINIC

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

Salem VAMC in conjunction with MILITARY RACQUETBALL FEDERATION (MRF) will be hosting a Rehabilitative Racquetball Clinic for any and all Veterans. This sport is changing the lives of Veterans, building camaraderie, and getting Veterans back into the Game!

COME OUT AND JOIN US

Hosted at the:
Kirk Family YMCA
520 Church Avenue
Roanoke, VA 24016
(P) 540 342 9622

When:
APRIL 9TH & 10TH, 2014
(Wednesday & Thursday)
2:00pm - 4:00pm

RACQUETBALL IS FOR ALL!

- T.B.I.
- PTSD
- WHEELCHAIR USERS
- AMPUTEES
- SUBSTANCE ABUSE

EQUIPMENT WILL BE PROVIDED

PLEASE SIGN UP AT YOUR FACILITY:

Nancy Short, LCSW or Stephanie Brooks, LCSW
Salem VA Medical Center
Phone: (540) 982-2463 ext. 1765 or 2086
Email: nancy.short@va.gov
stephanie.brooks@va.gov

MILITARY RACQUETBALL FEDERATION MRF

DAV DONATES REFRIGERATOR

Submitted by Ryan Pleasants

The local DAV and DAV Auxiliary donated a refrigerator to supply Veterans and their family members with drinks on our Hospice Unit.

In the photo (left to right) are Laura Hart, Ryan Pleasants, Leon Fields (DAV VAVS Committee), and Karen Smith (DAV Auxiliary). As always, their generosity is much appreciated!

LOCAL RESPONDER ATTENDS HOMELAND SECURITY TRAINING

Emergency Responder Rosemary Saul, RN, Telephone Triage Line, Salem VAMC, recently completed training offered by the Center for Domestic Preparedness (CDP) in Atlanta, GA. She is also a member of the DEMPS (Disaster Emergency Medical Personnel System) DECON (Decontamination) Team. The name of the class was “Healthcare Emergency Response Team for Mass Casualties” which was held January 27-31, 2014.

The CDP develops and delivers advanced training for emergency response providers, emergency managers, and other government officials from state, local, and tribal governments.

COMPLIMENTS CORNER

☺ "My husband [was] on Internal Medicine and on Acute Psychiatry. Everything ran so smoothly, such good treatment, doctors and nurses treated him and the family so well, my needs as well as his were addressed, hospital was clean, nurses were wonderful, Audiology staff were wonderful— **Debra Strother** and **Christine Woodrum**; **Tim Woodrum** got him a reading machine. I tell everybody I see how wonderful you are. **Dr. Alfonso Brochero** and **Dr. Michal Cieraszynski** were two of the doctors who treated him."

☺ "**Donna Renick** in MRI completely put me at ease on the phone and for my appointment. She is thorough and very kind. It is nice to receive such kindness as a woman Vet."

☺ "I've seen and heard very frustrated and disrespectful fellow Veterans yell, curse, and spit. Some have even threatened receptionists. I would like to submit a compliment concerning my care. While waiting for a Primary Care appointment, I dropped 3 cups of coffee. **Genova Saunders** asked if I had eaten and then brought me a snack and a drink. She noticed I kept dropping chips and appeared to be falling asleep. She promptly took me to the doctor at Primary Care 2. From there a MET code was called. I don't remember anything else until I woke up. Ms. Saunders tried to fill in the blank spaces for me. To me, she was a real life saver. As a 100% disabled vet, I know not every employee has such a kind heart or has taken their job to such a level. My compliment goes to Genova Saunders, whom I think deserves more than a pat on the back. I can never repay her as long as I live."

☺ My husband had dementia and unable to fill out this survey. However, I read it to him and he answered it. He has been under the care of the Home Based Primary Care Team. We are ever thankful and grateful for this care. **Carol Via** has been excellent in helping us and in taking care of my husband. In fact, I just talked to her this morning as she was working on what we could do to help my husband with different issues that he has. My husband is also seen by **Mary Stewart, RN; Sonya Gwinn, OTR; Janet Gilmore, Dietitian; Shelly Wimmer, LCSW; Mary Vest, CTRS,** and **Dr. Mark Jones.** These health professionals are the most compassionate, caring group of practitioners that I have ever met. I feel that if my husband needs anything that I can get the care that he needs promptly and efficiently. I wish that if anyone were given this devastating diagnosis that they could receive the excellent care that my husband receives. My family and I cannot thank you enough for helping us and my husband in receiving this respectful and dignified care. Unfortunately, this is an isolating disease as by the time you get a formal diagnosis with the inhibition of the disease, the patient has alienated most of his friends and family. So the care of the HBPC makes him feel special."

☺ "This past year I was moved to **Dr. Battaglia** as my provider. Since that time I have had two appointments. I felt that both occasions accomplished the purpose of the visits very well… I have been well pleased with all the services provided by the VA, including the medications."

☺ "**Dr. Wickham** — after several appointments with him, I was very comfortable with him. He was very understanding, kind, and he changed my medication which I got adjusted to. He now has me at the point I have more self-esteem, more confidence than ever. I even had been taking care of my wife for 3 years and she committed suicide by gunshot right in front of me. That was a horrible setback, but Dr. Wickham called me immediately to his office, and stayed close by me, and still does to this day. I can't say I haven't been so depressed and down that the fact of suicide has entered my mind, but every time I have a session with Dr. Wickham, I feels so much better and that thought never enters my mind no more. I have 2 daughters, 4 granddaughters, and he reminds me how important I am to them. Dr. Randall Wickham saved my life. He is a great asset to the VA Mental Health System and a good Doctor!"

☺ "I speak highly about Salem VAMC/Lynchburg CBOC, and how great they have been to me. **Dr. Paul Shearer** has provided me with wonderful service in Podiatry."

☺ "I had cataract surgery; from the Surgeon **[Dr. Daniel Eckermann]** to the staff it was a great experience. All were professional and absolutely

wonderful. **Dana Garman** helped me get seen for my post-op care within an hour so I could get a ride back to Staunton. She is always willing to try and accommodate Veterans in the clinic, and goes way out of the box to do so. She practices service recovery every day."

☺ "Two days ago I went to my appointment in Audiology for determination of my eligibility to acquire hearing aids. I was directed to **Dr. Tish Claytor**. My appointment was probably the last of a long day for Dr. Claytor, so I expected a tired but polite doctor. What I received was the best attention I have received in any medical facility in years. She was delightfully upbeat and attended me as though I were the only patient she was to see in her career. She carefully explained to me the procedure she would follow in testing my ears, and the proceeded to do so, explaining everything she was doing as she did it. When finished, she went over the results with me, and then invited my wife and daughter in while she explained her decision. When we left, she walked us to the exit and made a point of thanking me for my service to the Nation, which was some 70 years in the past. It is my impression that those having to deal with Veterans day after day often have difficult experiences, and to encounter a Doctor with her attitude certainly makes a patient feel special. I appreciate your facility having such competent and caring personnel."

☺ "I would like to thank **Dr. Sara Perez** and her staff for making me feel welcomed for my first visit to the **Women's Clinic**. Dr. Perez explained in detail what my medical condition was and what necessary procedure it would take to help me before surgery. I am from the Mountain Home VAMC. Your staff in the Women's Clinic made me very comfortable the whole time I was there."

☺ "The staff of the **Women's Clinic** is outstanding. They are caring, concerned, and thoughtful."

☺ "Thanks to **Megan Reed** and **Sherry Secrest** in the Women's Clinic; I was unable to use my left arm but they aided me. Without them I would have been in a pickle. Thanks."

☺ "I would like to give a thumbs up to the **Women's Clinic**. They are great."

☺ "Today was my first visit with **Dr. Perez**. What a joy to see someone who is genuinely interested in my need to find a resolution to my problem. Friendly, thorough, and professional. I hope she will be here forever."

☺ "This is to express my appreciation to you for the excellent medical and customer service provided by **Ms. RoseAnn Holmgren, PA-C**; and **Ms. Rasheeda Crowder**. I recently retired from the Supreme Court of Virginia as a judicial officer and formerly retired with 21 years of active duty from the Army. Although I have traditionally received my medical care locally through Tricare, since I have some service related disabilities, I decided to visit your facility. I must admit that I did not expect the high level of service that I received. First, I did not have to wait a long period of time for my appointment, and second, Ms. Holmgren's professionalism and demeanor ranks with the best health care I have ever received in a military or civilian environment. She was very thorough in her questioning and examination and made me feel that the SAVAMC truly cares about its patients. She also took the time to answer a myriad of questions and concerns that I posed. On one particular issue, she personally walked me to Ms. Crowder's office to resolve an administrative matter of interest. Ms. Crowder's enthusiasm and willingness to help was also an inspiration. As stated in the aforementioned paragraph, I am well aware of public service and the importance of effective public relations. As a senior officer in the military and most recently a former judicial officer, I learned to assess not only the character of people, but also motives. You should take pride in knowing that these two employees represent your medical center in a commendable manner. Their professional demeanor sets them apart from their peers. Too many times it is easier to complain than to take time to acknowledge quality service. In the way Ms. Holmgren and Ms. Crowder treated me, I felt compelled to do the latter. I thank you again."

☺ "**Melissa, Ray,** and others from **Ward 4J** have been great providing care."

☺ "**Carolyn Parker** was an amazing help to me and my father. Thanks to her and many others—**Dr. Dunne** and his staff."

☺ "I was admitted to Ward 4J. Compliments to **Gail Taylor**."

☺ "**Shirley [Lautenschlager]** went above and beyond to help me out...she wasn't technically at work and still was kind enough to answer me and finish helping my son fill out his registration for his parking sticker. That may not seem like a big deal, but as new employees they are overwhelmed with paperwork and information. He had forgotten his tag number. I gave the information to Shirley and she saved him and me a trip over…"

REPORTING SAFETY & QUALITY ISSUES

Submitted by Quality Management

Anyone may report safety and quality of care issues to the Joint Commission (TJC); and any criminal activity, waste, abuse, mismanagement, as well as safety issues may be reported to the Office of Inspector General (OIG). (Concerns can be reported without fear of retaliation or disciplinary action against a reporting employee.)

The Joint Commission (TJC):
Office of Quality Monitoring, The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610
Fax: 1-630-792-5636
Email: www.complaint@jointcommission.org

OIG:
VA OIG Hotline
PO Box 50410
Washington, DC 20091-0410
Phone: 1-800-488-8244
Fax: 1-202-565-7936
Email: vaoighotline@va.gov

Be sure to check out our website
www.salem.va.gov
For events, articles, photos, this newsletter, and more! You can also "like" us on Facebook and connect with us on Twitter

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 vhasampublicaffairs@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.

Posted online under "Resources" at:
www.salem.va.gov

EVENTS CALENDAR 2014

Also see www.salem.va.gov Events Calendar and Employees can view Intranet Events Calendar

Mar 12	VBA Outreach—Representative from VBA will be here to provide information and answer questions about benefits for Veterans—9a-4p in the Main Lobby Building 143
Mar 13	World Kidney Day—Information available from 8a-4p; tours available from 8-10a and 1-3p in the Dialysis Department Building 143 2J
Mar 14	Breakfast with the Director for the Night Staff—4-5a in 143-1C129
Mar 14	Employees Association Chili Cook-Off from 11a-1p in the Auditorium Building 5
Mar 17	DMV2GO Van—full Department of Motor Vehicles Service from 9a-4p in front of the Auditorium, Building 5
Mar 17	Saint Patrick's Day Lobby Concert by Good Time Sounds in the Main Lobby from 11a-12p
Mar 17	Wytheville CBOC Open House from 3:30-6p
Apr 1-30	Clothesline Project display to raise awareness of Military Sexual Trauma, sexual assault, and sexual abuse—display in main Lobby Building 143.
Apr 9	POW Recognition Day at the POW Memorial in front of Building 143 from 2-2:30p
Apr 9-10	Free Rehabilitative Racquetball Clinic for any and all Veterans at the Kirk Family YMCA from 2p-4p; contact (540) 982-2463 ext. 1765
Apr 15	Be Physically Active display in the main Lobby Building 143 from 11:30a-12:30p
Apr 17	Employee Town Hall from 11:30a-12:30p in the Auditorium Building 5
Apr 18-20	PAIRS Marriage Retreat for Veterans at Hyatt Hotel sponsored by Chaplain Service; contact (540) 982-2463 ext. 2892
Apr 22	Red Cross Blood Drive from 11a-4p in the Auditorium Building 5
May 9	Breakfast with the Director for the Night Staff—4-5a in 143-1C129
May 21	VA2K Walk from 12-1p around the perimeter of Salem VAMC starting at Building 5 Auditorium