



Just the Facts



GAME TIME FOR CLC AND THE HOKIES

On the day before a big game, most football teams are strategizing and watching clips of their opponent to determine the weak links on the field. For Virginia Tech Hokie Seniors, a quick trip to visit Veterans at the Salem VAMC turned out to be the best strategy of all.

Arriving on a September Friday afternoon, Coach Frank Beamer led his VT seniors to a different playing field where the scars of past battles are still being addressed and the “players” are Veterans from WWII through the current conflicts in Iraq and Afghanistan.

Virginia Tech was set to play Bowling Green on the following Saturday during a special Military Appreciation Day on the Hokies’ home field. What better way to kick off the weekend than to pay a visit to Salem and thank those who have worn the uniform to protect our freedoms.

Residents and staff of the Community Living Center (CLC) were thrilled to meet Coach Beamer and the players. Entering the room to an audible gasp, VT players smiled, posed for photographs, autographed flags and introduced themselves to the crowd. “We just wanted to take a little time to come down and personally thank the men and women who have served our country,” stated Beamer. He busily went around the room and shook every hand there and thanked Veterans for protecting our country.

One bedridden Veteran, a huge Hokie fan, shook the Coach’s hand and said he just couldn’t believe after all these years he had actually met him in person. “I watch every game I can but you have no idea how special this day is for me.” The other Veterans in the room were very much in agreement as players worked their way through and spoke with everyone gathered for the special Hokie welcome.

CLC is back to normal today but they have an autographed flag that will hang proudly in their new football sports den.

(continued on page 2...)



And the Hokies? They went on to win against Bowling Green, 37-0. The game was televised on ESPN-U and photos from the prior day's visit were shown throughout the game. It may have been that extra strategy they picked up from the Salem VAMC Veterans to inspire them to win the game along with Coach Beamer's winning style – at least we like to think so.

Thanks, Coach – you'll never know how special this visit was to Salem. GO HOKIES – WE'LL BE CHEERING YOU ON!

Miguel H. LaPuz, MD, MBA
Director



Photo on page 1: Edgar Croom with Coach Beamer.

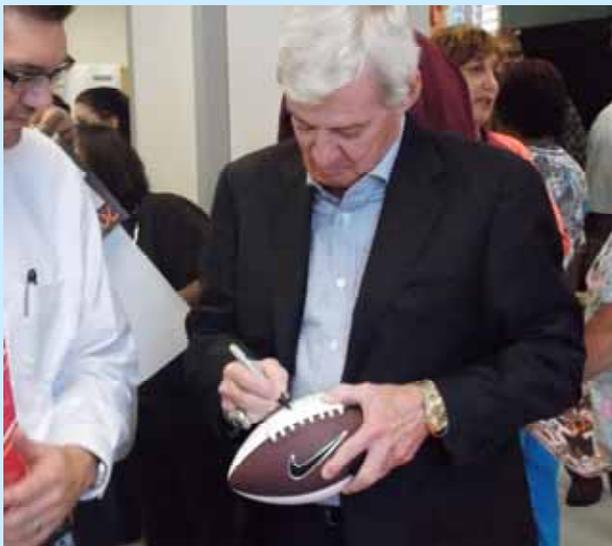
Top photo: Wilbur and Etta Drewery with VT Linebacker, Bruce Taylor (#51).

Middle photo: James Thomas with VT Offensive Tackler, Vinston Painter (#71).

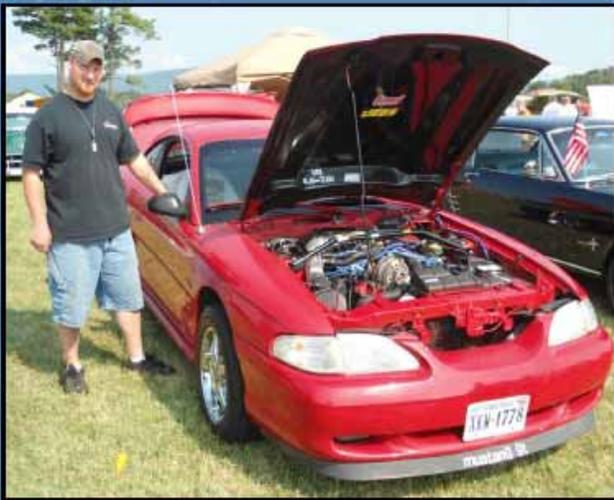
Bottom left: Coach Beamer signing the souvenir football.

Bottom right: VT Players autographing items for the Salem VAMC patients.

Article and photos submitted by Ann Benois.



Salem VAMC's Sixth Annual Welcome Home 22nd Car, Truck and Cycle Show August 18, 2012



Over 400 people were in attendance on this beautiful Saturday in August. 145 vehicles were registered and judged, including Iraq Veteran Matthew Stupe's 1996 Ford Mustang.



The OEF/OIF/OND Care Management Program provided information regarding Salem VAMC services for returning combat Veterans like George Martin and his wife, Joyce.



Veterans of all eras enjoyed the event!



Information regarding VAMC services were provided by Suicide Prevention, Mental Health, Substance Abuse and Rural Health professionals.

Sponsored by Star City Cruisers

FLU VACCINES AVAILABLE

Submitted by Lindsay Hardy, MSN, RN-BC, VHA-CM

We are actively gearing up for the flu season. Veterans and employees are eligible to receive the flu vaccine free of charge. Veterans and employees 65 and older will receive the high dose flu vaccine. The Walk-In Flu Clinic available to enrolled Veterans and for the first time this year, employees, will be in Building 12, first floor, from October 1—November 9, 2012, from 9a-3p Monday-Friday (closed on holidays). Veterans can also receive the flu vaccine during their scheduled appointments, or by visiting their Primary Care Clinic.



In addition to the Walk-In Flu Clinic, other opportunities for flu vaccines will be available to employees such as the Mobile Flu Cart.

Flu Vaccines are also offered at the Community-Based Outpatient Clinics (CBOCs); the schedule is posted on our Events calendar at www.salem.va.gov.

GI BILL PAYMENT RATES INCREASE OCTOBER 1

The annual adjustment of the payment rate for the Montgomery GI Bill will result in a 3% increase for full-time students. Payments will increase from \$1,426 to \$1,473 on October 1. The first payment at the new rate will be on or around November 1. For more information, visit the VA GI Bill webpage at <http://www.gibill.va.gov>



FEDS FEED FAMILIES FOOD DRIVE—WE DID IT!

Submitted by the Worklife Improvement Team

In one month, Salem VAMC staff contributed 1,117 pounds of non-perishable food to “Feeding America.” The great news is that the food donated to the bank will stay right here in our community to help those in need.

Congratulations to Primary Care Service staff who collected a whopping 450 pounds of food. Way to go! Next year our goal will be 1,500 pounds or more.



TOO MUCH LIGHT

Submitted by Robert Rossbacher

Employees: If your office or work area has too much light or you would like to have some additional control of the amount of light, please call Bob Rossbacher at extension 1775 or send an outlook message to Robert.Rossbacher@va.gov. There may be a way to make the light level more comfortable as well as saving some money on the VA electrical energy bill.



EMPLOYEE RECOGNITION AT THE JULY 24 TOWN HALL MEETING

Submitted by Mary Kemp

35 YEARS OF SERVICE

Sharon E. Brown (photo 1)
Jane W. Harrison (photo 2)
Georgenia V. Johnson (photo 3)



30 YEARS OF SERVICE

June M. Powell
Kenneth S. Hicks III
Timothy D. Thornhill
Denise L. Clark-Gray
Saundra A. Hickman (photo 4)
Stanley D. Malek
Henry C. Johnson



25 YEARS OF SERVICE

Cheryl J. Manns (photo 5)
Marlene A. Morgenstern
Yvette L. Jackson (photo 6)
Cynthia S. Fitzpatrick
Douglas E. Spencer
Lavonne T. Smith-Brown
Twila J. Rush
Tammy D. Angell (photo 7)
Karen C. West
Beverly W. Bratton
Mary F. Tinsley
Lauren Pate Lehmann
Connie M. Webb
David E. Beatty



Photos from top, left to right:
1-8, and on page 6 by Marian
McConnell, except photo #6
by Ryan Pleasants.



PATIENT-CENTERED CARE AWARDS

Core Principle 7: Provide for physical comfort and pain management.

Awarded to the Palliative Care Team: Wendy Falls, Tammy Donivan, Carolyn Haliburton, Gail Ward, Barbara Leahy, Sharon Bohon, Dennis Guerra, Roger Jenkins, Charlotte Lewis, Mark Cox, Debra Crabtree, Jamie Gilliam, Carrie Leaver, Charity Martin, Teena Saunders, Jennie Seeley, Margaret Soper, Mandy Thompson, Pamela Williams, Audrey Anderson, Noel Barnette, Cherie Chambers, Evelyn Duncan, Cynthia Gray, Rhonda Haynes, Carol Owusu, Tei Mann, Robin McMillan, Tulita Patterson, Dianne Redd, Katina Redd, Carolyn Smith, Raquel Swan, and Mary Tinsley. (photo 8)

Core Principle 8: Ensure emotional and spiritual support.

Awarded to Bryanne Hamblett, ICU3.

GOING THE EXTRA MILE (GEM) AWARDS

Stephen Coppersmith
Joshua M. Nowocin
Helen L. Garinian
Dana M. King
Csaba Kovesydy
Jeffrey Webster
Jasbir Mavi
Kelly Castleman
Deloise Lewis
Janet Yost
Hani Shabana
Melissa Schneider

Robert Brown
Debra Shipman
William A. Willis
Christopher Bailey
Laura Hart
Alex Phifer
Stephanie Sackett
Jamie Cooke
Evelyn Sayers
Melinda Clingenpeel
Derek Bacchus

Leslie Hindle
Ruth Anders
Loretta McKinney
Tracie Dickson
Donna Angle
Lori Gillespie
Lori Cranwell
Jane Tabb
Ashley Lucas
Tomeka Bonds
Sarah Hartley



SELF CARE FOR HEALTH CARE PROGRAM

Submitted by Dr. Shannon Cohen

A special thanks to the 265 Salem employees and 28 CBOC employees who attended the Self Care for Health Care Program on September 10-11. Several employees came in on their day off to attend and felt the program was worth the extra effort. Program evaluations were excellent. The keynote presentation was the kick-off for a year-long program about wellness for employees.

More details are forthcoming on how you can turn in to the recorded presentation if you were unable to attend. If you are interested in becoming a champion for your department, please contact Dr. Cohen via email or at ext. 3547.

We appreciate the hard you do every day. Thank you!



Rural Outreach

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/OND Coordinator, and other services.

Recently the Team shared information about VA health care services at: the Martinsville Farmer's Market, and the Welcome Home Car, Truck & Cycle Show between the Salem VAMC and the Virginia Veterans Care Center (VVCC).

Upcoming Rural Health Outreach Events:

- ◆ October 13—Virginia Women's Conference at Hotel Roanoke from 9a-3p
- ◆ October 27—Wytheville Farmers Market Health Fair form 8a-1p
- ◆ October 31—Bedford Welcome Center from 9a-1p
- ◆ November 3— Danville Tank Museum from 8a-5p
- ◆ November 10—Veterans Day Parade in Roanoke from 11a-2p

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 at marian.mcconnell@va.gov.

SEPTEMBER WAS 'LIMIT ALCOHOL' MONTH

Submitted by Dr. Shannon Cohen

Limit your alcohol intake and take steps to prevent injury if you drink — don't drink and drive. Remember that as little as one drink may affect your driving ability and can cause problems with your medications like dizziness or falls. If you or your family members think you have a problem with alcohol, talk with your health care team about resources VA has that can help.



OCTOBER IS "GET RECOMMENDED SCREENING TESTS AND IMMUNIZATIONS" MONTH

Did you know it is important to keep up with your screening tests and immunizations? To prevent certain kinds of illness, talk with your health care team about the screenings and immunizations you may need. Every Veteran should receive a flu shot each year. If you are over age 65 or have a chronic health condition, ask your health care team if the pneumonia vaccine is recommended for you. Check out our display in the main lobby on October 9th from 12-1pm.

PALLIATIVE CARE—RIZZO AND HART RECEIVE INNOVATIONS AWARD

Dottie Rizzo, MSN (left) and Laura Hart, PA-C (right) are extremely proud to be chosen as recipients of the 2012 Office of Nursing Service (ONS) Innovations Award. *(Photo by Suzanne Graf.)*

"It is very rewarding to be nationally recognized for our dedication and years of work spent building the Hospice and Palliative Care program at the Salem VAMC. It is through nursing leadership and interdisciplinary collaborations that successful innovations are able to influence practice that ensures excellent care is provided for our Veterans and their families at end of life."



The Veterans Health Administration's (VHA) Nursing Innovation Awards program is a national award that annually recognizes nursing leadership in quality improvement. Each year, the Innovation Awards program recognizes ten hospital programs and/or initiatives, and each winning team receives a \$10,000 group award. ONS strives to identify new and innovative ideas that are best practices recognized as nurse-led, quality improvement initiatives across VHA. Over forty entries were submitted from across VHA utilizing this year's theme, Prospective Risk Management: Creating and Sustaining the High Reliability Organization.

We are proud to announce that Dottie Rizzo, MSN, Salem VAMC Palliative Care Coordinator and Laura Hart, PA-C, Palliative Care Unit Coordinator, were one of the 10 national recipients of this year's Nursing Innovations Award. The title of their submission was Ensuring Excellence in End of Life Care for Veterans.

VHA is committed to developing a healthcare system that provides dignity, comfort and spiritual support to Veterans facing terminal illness and their families. The mission of VHA Hospice and Palliative Care (HPC) program is to honor Veterans' preferences for care at end of life. It has been national policy for all Veterans to be provided access to hospice since 1997, but it was not until 2001 that the VHA launched the HPC Initiative. The goal of the HPC Initiative is to improve access and decrease the variability of HPC for Veterans. This initiative led to the development of Palliative Care Consultation Teams (PCCT) in every VAMC and provided these teams with state-of-the-art HPC educational opportunities. Palliative care consults improve outcomes of care and optimize quality of life by anticipating, preventing, and treating suffering of those facing life-limiting illness.

Even though hospice and palliative care is widely accepted as standard of care for patients with terminal illness, more than half of hospitalized patients continue to die in acute care settings. At least one in five Americans die while using intensive care services. While HPC nurses typically receive specialized training and support to cope with death and dying, ICU nurses usually do not, often creating significant personal and professional struggles for ICU nurses. The 2010 Center to Advance Palliative Care (CAPC) consensus panel recommended every hospital develop a systematic approach to ensure patients at high risk for unmet palliative care needs are identified and served in a timely manner. Due to the fact that only 4% of Veterans who die receive their care in the VA, PCCTs must also extend their reach into the communities caring for Veterans outside the VA healthcare system.

With the goal of ensuring that every Veteran receives excellent end of life care, the Salem VAMC Palliative Care program developed a four-fold initiative to a) identify Veterans at substantial risk for needing end of life care, b) provide reliable end of life care in the setting of Veteran's choice, c) ensure care is provided by skilled caregivers competent in Veteran-specific end of life care, and d) provide bereavement services for Veteran's loved ones.

My HealthVet Volunteer—Wendy Ferguson, Staunton CBOC

Submitted by Donna Lambert, MHV Coordinator

“As a child, memories of my mother and father’s military service were a life of sacrifice and resilience. I realized much later on how different we were from civilians, and that it took my parent’s strength and determination to make a career of public service. A generation later, I had 3 sons born from a family of Flying Tigers, Vietnam Veterans, Army Air Corps and USAF who became OEF-OIF-OND Veterans in the Navy and Army. After my son’s agonizing deployments, I hung my hat as a military support group co-founder and Free Clinic patient facilitator to dive into Remote Area Medical expeditions. Finally I circled back to my roots after my concurrent 30 year career in industrial sales and as a part-time writer/journalist for online and print media. I’m a mother of 3, grandmother of 5, and a passionate Harley Davidson rider.



Working at the Staunton VA CBOC has been an enriching journey, with both the staff and patients. Currently I’m a cancer warrior fighting in my own theatre, respectfully remembering my dad’s bravery and sprit. The patients that walk through the door are comforting reminders that the circle is whole — now and forever. Dad would be happy.”

GRANDSON RECEIVES PURPLE HEART

Submitted by Wanda Henry

“U.S. Marine Lance Cpl. Zachery Fisher (right) and Cpl. Matthew Gusty, riflemen and fire team leaders with 3rd Platoon, India Company, 3rd Battalion, 3rd Marine Regiment, salute Gen. James Amos, the 35th Commandant of the Marine Corps, after Amos presented them Purple Heart Medals during his visit to Marine Corps Base Hawaii, Aug. 3, 2012. Gusty, 26, from North Versailles, Pa., and Fisher, 22, from Roanoke, Va., were injured in an improvised explosive device attack in the Khan Neshin district of Helmand province, Afghanistan, Feb. 19.” (www.dvidshub.net) Photo by Cpl. Reece Lodder.



Cpl. Zachery Fisher received the Purple Heart; he was in an IED incident in Afghanistan this past winter. He is the son of Randy and Lisa Fisher of Roanoke, and the grandson of Wanda Henry, Chief, Veterans Canteen Service at Salem. They are all proud of Zachery and his career in the Marines; and we say “thank you for your service!”

WATER TOWERS TO BE REPLACED

Submitted by Scott Branscome

The smaller water tower on our campus, #24, was built in 1937 and held 100,000 gallons of water. The later tank, #125, was built in 1957 and held 600,000 gallons of water.

Both water towers are being replaced for a new 1,250,000 gallon water tower, to be constructed.

Left photo by Mike Azar, right photo by Cary Schiltz.



MAINTAINING A HEALTHY WEIGHT

Article and photo submitted by Dr. Shannon Cohen

Veterans, employees, and visitors learned more about reaching and maintaining a healthy weight on August 15, 2012 with the Health Promotion Disease Prevention (HPDP) and MOVE weight management programs.

For more information on healthy eating, ask your health care team or check out the following websites: <http://www.choosemyplate.gov/>. For more information about the MOVE weight management program for Veterans: <http://www.move.va.gov/>.

Pictured left to right: Kara Kielemeyer, Dietitian, Veteran Joe Burwell, Dr. Sarah Lucas Hartley, Psychologist, and Harlen Gudger, Kinesiotherapist.



OCTOBER IS NATIONAL PHYSICAL THERAPY MONTH

Submitted by Julie Manico, MSPT, DPT

The focus for the 2012 PT month is "Move Forward! Physical Therapy Brings Motion to Life." Mobility is crucial to aging successfully and remaining active throughout our lives. The documented health benefits of exercise include weight management, cardiovascular endurance, and improved muscular function. Beginning October 1 and continuing through November 19, the American Physical Therapy Association will be hosting its "50 Days 50 Ways" challenge. During this challenge the APTA will be providing 50 days worth of tips on how to prevent injury and get or stay fit with the help of a physical therapist.

Physical Therapists are health care professionals who diagnose and treat persons of all ages who have medical problems or other health-related conditions that limit their abilities to move and perform functional activities. Physical Therapists examine each person and develop a care plan using treatment techniques to help restore function, improve movement, prevent disability, and reduce pain. PT Assistants work with Physical Therapists to accomplish these goals through patient treatment and education. Visit www.moveforwardpt.com to learn more about physical therapy.



MAP CLASS OF 2012 UNVEILS "SUNSHINE AWARD"

Submitted by Evelyn P. Sayers

On August, 10, 2012, during their graduation program, Salem's 2012 Mid-Atlantic Advancement Program (MAP) Class of 2012 (Kara Kielemeyer, Christina Messer, Teresa Robertson, Shannon Starkey-Muse and Evelyn Sayers) unveiled their class project – Creating a Civility Campaign ("Sunshine Award"). The class was tasked by executive leadership with creating and implementing a civility campaign to improve employee relationships. The goals are to improve awareness of workplace civility between employees, help employees to understand the effect of employee relationships on customer service, and to create a better work environment. The group will provide employees with the tools and trainings necessary to create a kinder work place for staff and patients, and educational opportunities throughout the facility will also be offered. The MAP team is proposing the campaign to be a two-year pilot program.

The campaign will consist of an annual "Civility Month" and Sunshine Award contest. Service line chiefs will be provided with "sunshine stickers and badges" to be given out to employees who will in turn give them to fellow VA employees when a genuine act of civility is seen or observed. Monthly, the top earning employee in each service line will receive "Top Hat" awards; quarterly, the top earner receives a certificate, sunshine pin, and a \$50 award; and annually, the employee with the most sunshine stickers will receive a "Sunshine Award" plaque, a \$250 award, and a recognition in the Just the Facts. The group's focus is to see this program be embraced by the VA staff and the core values ("I CARE") and everyday civility will be a common practice in the Facility.



THE HEALING WALL—The Art of Sandi D’Alessandro

Submitted by Vonda Broom, Deputy Director EPS (10NA7)

“...exploring and recording relationships, dreams and wishes, and creating visual memories.” — Sandi D’Alessandro



At a symposium concerning both saving money and improving patient care, Health Affairs Editor-in Chief Susan Dentzer stated, “It is well established now that one can in fact improve the quality of health care and reduce the costs at the same time.” In the spirit of furthering the growing movement toward Patient Centered Care our Medical Center has made great strides.

In an effort to specifically support the Patient Centered Care Key Attribute #12 “Introducing Creative Arts into the Healing Environment,” you are invited to experience our Healing Wall display that pays tribute to one of our local artists Ms. Sandi D’Alessandro. On November 11, 2011, Sandi lost her battle with Amyotrophic Lateral Sclerosis (ALS). Although, Sandi’s time with us was short, she was well known in our community for being the adored Hidden Valley High School Art Teacher however amongst her closest friends she will always be known as a true believer in miracles. Sandi’s formal education was extensive and included a Masters of Art & Liberal Studies from Hollins University, a BS in Fine Art from Longwood University in addition to graduate work at the University of Virginia, University of Tennessee, James Madison University and Mary Baldwin College.

Sandi was eminent for using symbols in her work. Towards the end of her struggle with ALS, she shared that these symbols allowed her to work through her emotions. You will see the delicate thin cell shapes connecting the icons; white dress, crow, XOX hugs and kisses, ABCs, and the broken circles. The cell shapes encompass the background, growing healthy new cells as they fade in and out. The crow was her symbol for family and to Sandi the red symbolized ALS. Her message of hope is seen throughout her work as it was seen throughout her life.

Patient Centered Care replaces the prior physician centered system with one that revolves around the Veteran. You are invited to visit our Healing Wall display in the corridor leading into the Renal Dialysis Suite on Building 143, on the 2nd floor. This could be the day you see a miracle.

Did you know? Our heroes who have served in the military are at a higher risk of contracting ALS than non Veterans.

(Portrait from *Roanoke Times* obituary; photos by Marian McConnell.)



REFLECTIONS ON RECOVERY

Submitted by Rita Cone

Salem's Psycho-Social Rehabilitation and Recovery Center (PRRC) and MHICM (Mental Health Intensive Case Management) recently held their first annual **Reflections on Recovery** conference for Veterans enrolled in both programs. Thirty-four Veterans attended as well as PRRC and MHICM staff and other agency guests.

The morning started off with a continental breakfast and keynote speaker Robin Hairfield, Executive Director of WeCare from Martinsville, VA (top photo). Ms. Hairfield shared her own recovery experience and what led her to establish a peer run community center to help others that have struggled with substance abuse and mental health problems. Several Veterans profusely thanked her for her candid presentation as they felt inspired in their own recovery walk.

Veterans then had the choice of attending one of three break-out sessions. Acupuncture was enthusiastically attended. This session was led by Nicole Kaltz with Roanoke Community Acupuncture (middle photo). Before she left one of the Veteran's already had an appointment scheduled with her. Others felt they could benefit from this type of health care procedure. The other workshop options included, Faith-Based Recovery by the Reverend Doctor Angela Buckner and Grief and Loss by Rita Cone, LCSW, MHICM Coordinator.

After a short break Veterans chose their second break-out session. Choices included Healthy Food Options on a Budget led by Magna Britto, Registered Dietician here at Salem VAMC; Family Awareness of Household Chemical Abuse by Charles McNear, Certified Peer Support Specialist who works in the PRRC; and, Wellness Recovery Action Planning by Bonnie Neighbour, VOCAL Representative.

At noon the attending Veterans, family members, VA staff, and guest presenters enjoyed a delicious and bountiful picnic luncheon (bottom photo). Many of the vegetables were harvested from the PRRC gardening project led by Luise Spencer and maintained by the PRRC Veterans. Veterans, family members and staff contributed to the luncheon through helping with set-up, grilling, providing side dishes, serving and clean-up. A special thanks goes to those Veterans and family members who stepped up to ensure the picnic was a success, as well as to staff members, Sandy Lane (Greenhouse), David Beatty (PRRC), and Luise Spencer (PRRC) who went above and beyond in the service of supporting the Veterans.

Following lunch everyone was invited to attend a Vet-to-Vet Support Group led by Alex Davidson. Alex is a Veteran himself and he is also the Veteran Representative employed at On Our Own, a peer-run community center located on Elm Avenue in downtown Roanoke. Alex is also a WRAP facilitator and involved in NAMI. Door prizes were awarded prior to the start of the support group and each Veteran in attendance carried a gift home.

Representatives from the following community resources were also present: WeCare from Martinsville; On Our Own from Roanoke; National Alliance for Mental Illness (NAMI); Virginia Organization of Consumers Asserting Leadership (VOCAL). VA Mental Health providers had the opportunity to learn more about these community resources and how they can be of value when encouraging recovery and community integration.

A thank you is extended to all those who contributed to the success of the 1st Annual Reflections on Recovery Conference. The PRRC and MHICM programs were delighted with the attendance and success of our first conference and are eager to start planning for next year's event.



? ASK ETHEL?

The Integrated Ethics Committee poses a question each month in **Just the Facts**. Questions and answers will address resources available to employees and other ethical issues in the workplace. Customer centered agencies, like Salem VAMC in which improved customer service is important to the overall mission of quality health-care, tend to offer various opportunities for all employees which promote career and self growth. 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).



July's Question: What is the role of the Director in the Ethics Committee? The Director of the Medical Center serves as the Ethical Leadership Coordinator/Chair of the facility's ethics functions. Dr. Miguel LaPuz oversees the functions of the Integrated Ethics Committee which is comprised of an Ethics Council, Ethics Consultation and Preventive Ethics. These three functions provide a systems approach to identifying, addressing, and implementing change that continually foster an ethical culture. The Director leads by example, in turn asking all Medical Center leaders and employees to also provide a high degree of commitment and integrity reinforcing organizational values. Facilities that value ethics in everyday practice promote: "doing the right thing, for the right reasons-even in the face of competing demands on people's time and attention". [pg 14] For more information on ethical leadership refer to: "Ethical Leadership Primer, Fostering and Ethical Environment & Culture" at:

[http://www.ethics.va.gov/docs/integratedethics/Ethical Leadership Fostering an Ethical Environment and Culture 20070808.pdf](http://www.ethics.va.gov/docs/integratedethics/Ethical%20Leadership%20Fostering%20an%20Ethical%20Environment%20and%20Culture%2020070808.pdf)

September's Question: What is the role of Preventive Ethics?

STAND DOWN for Homeless Veterans

Sponsored by Salem VA Medical Center, Roanoke Valley Veterans Council, Virginia Employment Commission and the Western Virginia Workforce Development Board

The following services will be offered:



Health Screening & Social Services
Employment Opportunities
Veteran Benefits Counseling
Social Security Benefits Counseling
Tax & Legal Counsel
Clothing
Hot Meal

Shuttle service will be provided to and from the VAMC, RAM House Day Shelter, the Rescue Mission and Salvation Army the day of the event !!!!

For more information please contact:

Debra Swain Elliott, LCSW

(540) 982-2463 ext. 2525

Monica Veney, MSW

(540) 982-2463 ext. 2618



November 7, 2012

9:00am-3:00pm

Salem Civic Center

1001 Roanoke Blvd, Salem, VA

PREVENTING SLIPS AND TRIPS

Submitted by Nathan Rivers

Slips and trips are the leading cause of workplace injuries. According to an industry safety report, in 2008 over eight million people were treated for slips and trips injuries. As a facility we need to actively take all precautions to eliminate these hazards and this begins with YOU taking responsibility for eliminating hazards that you find which could cause slips and trips. The following are some helpful tips for success:

Cover any liquids that you are transporting through the facility so that the chance of spillage is minimized. If you spill liquid such as coffee or soda, take the time to clean it up yourself. Allowing something that is spilled to sit until someone else cleans it up increases the chance of a slip or trip injury.

If you discover a spill that has the potential to cause a slip or trip, contact Facilities Management Services (FMS) immediately at extension 2238 so that Housekeeping can come and clean up the spill. In the interim, please try to locate and position a "Wet Floor" sign to identify the hazard to others. "Wet Floor" signs can be found throughout the facility. Just placing a paper towel on the spill can make the spill noticeable to others, until the spill can be removed.

If you find a spill in the facility, please make other people walking towards the spill aware so that they know to avoid it until it can be cleaned up. Even if someone walks through the spill and does not slip or trip, he or she could track the hazard throughout the facility and increase the chances of a slip or trip.

There are Spill Kits located throughout the public areas of the Medical Center that can be used to help clean up spills. They are grey, wheeled containers identified with signage, and can be found at the following locations:

Building 143 – Cashier's Window
Building 4 – Barber Shop
Building 143 – Dialysis

Building 143 – Valet Station
Building 2A – Basement Elevator
Building 143 – Lobby Café

Thank you for helping to make the Salem VAMC a safer place for patients, staff and visitors. Remember, safety starts and ends with you!



SAFEGUARDING KNIVES AND SHARP OBJECTS

Submitted by Chief Dale Hendley

You may have seen, in your work center, kitchen, or break room, tools to help employees prepare their meals. But, has anyone thought about the potential hazards associated with kitchen utensils, especially knives? Day in and day out employees go into the kitchen to get a fork and knife and not think that one of those items could be used as a weapon.

We hear about patient privacy every day, and the importance of securing personal identifiable information to lessen the chance of someone's identity being stolen. Just as we in the Police Service treat every firearm as if it is loaded, I encourage all employees to treat knives and other sharp objects as potential weapons.

As a reminder, once you are finished with your meal, finished using scissors, or any other sharp/cutting tool, please secure it where someone who walks by cannot pick it up off the counter or desk and possibly use it as a weapon.

If you have any questions feel free to contact the Police Service at ext. 2225.



FACILITY ENHANCEMENTS/CONSTRUCTION NEWS

Submitted by Wayne Johnson, FMS

If you have been in the vicinity of the East Courtyard lately, you are likely aware that construction of the Building 8 Addition has begun. The contractor is nearing completion of the subgrade pad to achieve the required elevation of the Addition floor. They are also installing storm drainage and other underground utilities to allow floor slab work to begin.

Our two water towers are being replaced. (See photos and article on page 9.)

Additional building or building system projects which will continue during September/October include:

- ◆ Renovation of Building 7, 2nd Floor for MHSL: Nearing completion, but some contract changes are in process and contractor is currently correcting deficient work items.
- ◆ New Education Center in Building 75: Awaiting supplemental agreement in order to complete construction work.
- ◆ Community Living Center Dining Room Addition: Construction procurement will continue, pre-bid conference held with potential contractors.
- ◆ Replace HVAC System in Building 74: Design of the new system will initiate.
- ◆ Renovate Building 17 for Rural Health Program: Design/Build procurement will continue.

Several energy, site-wide utility, or security projects will also progress during the September/October timeframe including:

- ◆ Additional Energy Conservation Measures (light replacement, corridor roll-up doors, water heater replacements, removable insulation covers for valves): Rollup door installation for corridor drive-through locations should begin. Completion of surveys for light replacement and removable insulation covers should occur in preparation for installation.
- ◆ Upgrades to Emergency Electrical System: Replacement of several Automatic Transfer Switches for emergency electrical power will continue.
- ◆ Replacement of Primary Electrical Feeders: Design effort will be completed for construction procurement next year.
- ◆ Upgrade Underground Water Distribution System: Initial submittals and construction preparation will occur.
- ◆ Upgrade and Modernize Utility Plant: Design procurement should be completed.
- ◆ Site-Wide Security Fencing: Construction will continue.
- ◆ Install Storm-Water Overflow for East Courtyard: Construction procurement will continue.

Other smaller projects utilizing in-house labor and outside contractors will continue as the schedule allows. Of particular note will be completion of the new marquee entrance signs and completion of work for patient kiosk installation. Other contracts are also in process for enhanced security of the Medical Center under emergency situations. If your job requires you to be in the vicinity of any of this construction work, please use extreme caution. Make sure you observe all construction signage and barriers for your own safety and for safety of construction workers. If you observe any safety concerns, please report them immediately to Safety (Ext. 2292) or FMS (Ext. 2700).

As you enter the west gate entrance, you likely noticed the construction along with the new marquee signs (awaiting wiring installation). But what are those cement columns – a football goal, Stonehenge? Wrong - the construction is all part of a security enhancement project to provide increased safety for our Veterans, staff, and visitors. The construction will include a small security gatehouse with roadway gates which would be used in the event of an emergency facility lockdown. You will soon see a sturdy but decorative fence running the length of the facility grounds as part of the project. The fence will contain pedestrian gates to allow people to access the field for sporting events. Salem VA Police are looking forward to having these added security features as part of their overall protection and safety program. VA Police encourage you to continue to be vigilant and report any suspicious activity. *Photo by Ann Benois.*



Salem Employees Graduate from VISN 6 2012 Leadership Programs

Congratulations to the following Salem employees who recently graduated from the three VISN 6 leadership development programs: Leadership Development Institute (LDI), Mid-Atlantic Leadership Development Program (MAP) and the Non-Supervisory Leader Development Program (NLD). These employees have taken upon themselves the opportunities offered by VISN 6 and Salem VAMC to develop their professional and career skills.

LDI is the VISN 6 premier HPDM Level III leadership competency development program that introduces participants to the types of supervisory skills and qualities required to be an effective department manager or service chief. LDI graduation was held in Durham, NC. *This year's graduates, shown with Dr. Maureen McCarthy, Chief of Staff, and Rod Hiduskey, HTM Coordinator, are Tanyia Jones and Nancy Short.*



MAP introduces highly skilled front-line and supervisory employees with managerial HPDM Level 2 leadership competencies through a curriculum that includes: Coach/Mentor Certification; Developing a Personal Development Plan (PDP); Writing a Federal Resume; Goals & Goal Setting; Performance Based Interviewing; Interpersonal Skills and Team Building; Employee Performance and Diversity Management; Leadership Competencies; Labor Management Relations; Change Management; and Project Management and Team Building. *Graduates pictured with Dr. Miguel LaPuz and Rebecca Stackhouse are: Evelyn Sayers, Christina Messer, Shannon Starkey-Muse, Teresa Robertson, Kara Kielmeyer.*



NLD develops HPDM Level 1 frontline leadership skills in non-supervisory employees that function within both administrative and clinical positions by: Promoting the development or improvement of self-management skills; Learning and applying continuous assessment data to increase participant's understanding of inner self and work relationships; Building better relationships with supervisors; and Writing a PDP and a federal resume. *Graduates pictured with*

Dr. Miguel LaPuz and Rebecca Stackhouse are: Bergita Moore, Zenda Elshere, Steve Link, Cathy Warner, Jeanine Bomber.

Employees interested in applying for one of these programs for the 2014 program year can contact Rod Hiduskey, HTM Coordinator, ext. 3599.





COMPLIMENTS CORNER

- ☺ "...You have a wonderful doctor in the ER, **Dr. Joshi**. I have had several occasions this past year to go to the ER and each time I was lucky enough to have Dr. Joshi. It is obvious she has a lot of experience and is very well educated in her profession...she has such a wonderful bedside manner and never once did she scare me or let me worry about what was going on."
- ☺ "This is a great **Lab**; all the Techs and personnel are very kind and do a fantastic job."
- ☺ "Great **Chronic Pain Management Group**; has helped me tremendously. All staff have done a great job."
- ☺ "I feel the [**Chronic Pain Management**] staff has done a great job on controlling my pain; I am very grateful. I felt that all of the staff were very helpful."
- ☺ "**Dr. Abate** is the best Dentist I have been to in my entire life. He is very personable and really does an excellent job. I will definitely recommend him to fellow Veterans."
- ☺ "Compliments to **Dr. James Randall Wickham**, Staff Psychiatrist MHC; and also for the **Medical Support Assistants** in the Mental Hygiene Clinic (MHC) in Building 11, 2nd floor."
- ☺ "Both staff and **Dr. Wickham** were professional and polite."
- ☺ "Thank you [**Carey Altizer**] so much for the excellent care and concern you gave my Dad while in your care. You are a ray of sunshine!"
- ☺ "An inpatient recently gave the **Nursing** staff of **Ward 4J** a bouquet of flowers and a card stating his thanks for the care he received while a patient."
- ☺ "**Dr. Kline** is doing a truly superior job in helping me deal with my Vietnam PTSD and its many resulting complications. He listens intently and gives me sound and professional guidance. He is the best PTSD-related psychiatrist I've ever seen in the +20 years I've been dealing with this."
- ☺ "**Dr. Paul Shearer, Podiatry**, is one of the best at Salem VAMC. He cares about his patients and gives top quality care."
- ☺ "Salem treats me well. I appreciate all you [**Cindy Webb**] and **Dr. Chand Singh** do for me."
- ☺ "To **Dr. John Bonk**...I want to thank you for the boot that I wore for almost 6 months. Actually I want to thank you for lots of things, and all the PEP sessions and encouragement. You impressed all of us. During the game I found myself thinking of you and all that you brought me through. You are quite a doctor!"
- ☺ Per Susan Duma, Psychologist in the Center for Traumatic Stress and also the Military Sexual Trauma Coordinator for Salem VAMC, they did outreach to Veterans at "Steppin' Out" in Blacksburg. A Veteran stopped by their booth to sing **Dr. Bonk's** praises; "your good hard work is showing!"
- ☺ "From the moment **Valet Service** met me at the front door, I could appreciate the warmth of Salem. The facility was **clean**, I received excellent service from **Ms. Pam Moreland**, the staff in the **Eye Clinic**, **Ms. Stephanie Sackett**, and many others. I transferred from another facility and have never been to a private hospital or VA where I have been so pleased with the services provided. I never knew I could get some of the services I am now getting. Salem VAMC is #1 in my book!"
- ☺ "**Dr. Abate** inspires confidence. From a patient perspective he is the best Dentist I've ever had."
- ☺ "The staff on **Ward 4J** made me feel so loved. I want to thank them for their generosity in donating leave to me!"

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—2012

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

Oct 1— Nov 9	Walk-In Flu Clinics at the Salem VAMC and CBOCs
Oct 2	"Keeping Your Weight in Check" by Dr. Sarah Hartley from 12-1p in 74-232
October 2, 3, 5	Employee Picnic Night Shift on 10/2 from 7-9a in Canteen Evening Shift on 10/3 from 6-8p (TBD) Day Shift on 10/5 from 10:30a-2:30p in the Auditorium
Oct 8	Columbus Day Holiday
Oct 9	Immunizations & Recommended Screenings Info from 12-1p in the Main Lobby
Oct 10	Oktoberfest Day about Germany from 11-1p in the Auditorium
Oct 11	National Depression Screening Day from 9a-12p in the Main Lobby
Oct 15	DMV2GO from 9a-4p in Parking Lot "S" across from Building 76 White Cane Display from 9a-12p in the Main Lobby
Oct 16	Pink Out Day and Photo at 12:30p in the Auditorium
Oct 17	Womens Health Clinic Ribbon Cutting Ceremony from 10-11a in WHC, Building 5
Oct 14- 20	Sterile Processing Services Week
Oct 25	Assessment and Prevention of Intimate Partner Violence from 10a-12p in the Auditorium
Oct 26	Annual Country Store 9a-3p in the Auditorium, Building 5
Oct 30	Town Hall Meeting for Employees from 11:30a-12:30p in the Auditorium
Nov 4-10	National Radiologic Technology Week
Nov 7	Stand Down for Homeless Veterans from 9a-3p in the Salem Civic Center Diabetic Health Fair—"Just One Step" from 9a-2p in the Main Lobby