



Just the Facts

VETERANS JOB FAIR

Salem VAMC, Virginia Employment Commission (VEC), Virginia Wounded Warrior Program, and Roanoke VA Regional Office are partnering to sponsor the 2nd Annual **VETERANS ONLY Job Fair** on Tuesday, April 30, 2013 from 9a-2p in the Auditorium (Building 5). Last year over 500 Veterans turned out for the Job Fair.

Thirty employers will be available to discuss job opportunities and offer assistance to Veterans in completing the application process. Staff will be on hand to assist with application submissions, resume preparation, and tips and tools to help Veterans get hired. Veterans benefits and resources information will be available.

For more information and updates please watch our website at www.salem.va.gov, our Facebook page www.facebook.com/SalemVAMC, or call 1-888-982-2463, ext. 2520.

Also, Veterans, did you know there is a VEC resource booth in our main lobby? Stop by and have the representative show you how to register online with the Virginia Workforce Network to receive notices about employment opportunities.



Miguel H. LaPuz, MD, MBA
Director



REGIONAL VETERANS JOB FAIR
Salem VA Medical Center
Tuesday, April 30, 2013
9am-2pm

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. Rural Health staff can help Veterans enroll for VA health care! Recently the Team shared information about VA health care services at: the Salem Gun Show, Valentines for Veterans Concert, and Diabetic Education Classes in Cedar Bluff, Staunton, Bedford, and Martinsville.

Upcoming Rural Health Outreach Events:

- ◆ March 4, April 1—Diabetic Education Class from 10a-12p—Staunton
- ◆ March 5, April 2—Diabetic Education Class from 10a-12p—Bedford
- ◆ March 9, 10, 16, 17—Maple Festival from 8a-5p—Monterey
- ◆ March 11—Diabetic Education Class from 10a-12p—Martinsville
- ◆ March 23, 24—Maple Festival from 7a-4p—Whitetop
- ◆ March 26—Diabetic Education Class from 1-3p—Cedar Bluff
- ◆ April 6—VFW Post 5311 from 8-11a—Christiansburg

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.

The Rural Health Team is made up of (left to right): Lorna Oldson, Brenda Hart, Jason OBryan, Jennifer Schutte, Lois Lail, Ella Robbins, Candice Whitlock, and Marian McConnell. (Photo by Marian McConnell)



**VALENTINES FOR VETERANS VISIT AND CONCERT WITH
DARYLE SINGLETARY— FEBRUARY 12, 2013
Salem VAMC and Salem Civic Center**

Photos by Jim Markey, David Foley, Ryan Pleasants, Marian McConnell



NATIONAL SALUTE TO VETERANS with Miss Virginia and Miss Mona's Singers and Dancers—February 14, 2013

Photos by Ryan Pleasants



INPATIENT PTSD UPDATE: SALEM & FAYETTEVILLE WORKING TOGETHER

Submitted by Robert K. Guthrie, PhD

Salem and Fayetteville VAMCs have initiated a joint telehealth evaluation procedure aimed at reducing barriers to admission to Salem's inpatient PTSD program.

Once a month clinicians affiliated with Salem's Specialized Inpatient PTSD Unit evaluate a Veteran seeking admission to the program via telehealth. Fayetteville's psychology staff is responsible for identifying Veterans who appear to meet program admission criteria. Once that's been confirmed, the evaluation by Salem clinicians takes up to three hours and involves a pharmacist, psychiatrist or nurse practitioner, and a social worker, all of whom interview the Veteran via telehealth equipment.

While this might seem like a straightforward and simple undertaking, it has been over a year in the making and has involved numerous clinical and administrative staff from both facilities. Benefits to the Veteran include increased responsiveness to requests for admission and reduced time away from home, while the facilities are able to utilize resources more efficiently.

So far, two Veterans have been evaluated in this manner and scheduled for future inpatient PTSD groups. Dr. Clara Wiegman of Fayetteville and Kay Montgomery, LCSW, of Salem, have both played key roles in making this a success, as have Drs. Joanne Hawley and Frank Tellian of Salem and Telehealth Technicians Tiffanie Fuston and Joseph Ferrand of Fayetteville. It is a pleasure to watch these wonderful professionals working together in support of our Veterans.

LYNCHBURG CBOC KUDOS

Submitted by Treva Bond, Lynchburg Practice Manager

On February 23, 2013, four staff members from the Lynchburg Community Base Outpatient Clinic (CBOC) attended a Primary Care Symposium offered by the Dr. George B. Craddock Memorial. This event was held at the Lynchburg General Hospital and was sponsored locally by Centra's Continuing Medical Education Program.

The symposium is held on an annual basis and is designed to provide clinical information relevant to the practicing clinician. This year, a series of speakers from the University of Virginia Medical Center addressed various topics on preventative care including lifestyle interventions, treatment of obesity, and cancer screenings.

Pictured from left to right are: Ruben Figueroa-Lozano, MD; Joyce Stowers, RN; Paula Randolph, RN; and Brian Maddox, RN.



THRIFT SAVINGS PLAN (TSP) APP WARNING:

The following is a Security Warning on the TSP Home Page under Bulletin Board, www.tsp.gov :
Warning: Apple App store offering TSP App not sanctioned by TSP — A free iPhone App, TSP Funds, currently being offered through the Apple App store asks TSP participants for their account login information. This app is not being offered through the TSP and the TSP **does not recommend using this application to access your TSP account**. Providing this information could result in a security risk to your account."

RIDE SOLUTIONS

Want to learn more about carpooling and other ways to save gas and money? Check out this site online www.RideSolutions.org or call (540) 342-9393.



FACILITY ENHANCEMENTS/CONSTRUCTION NEWS

Submitted by Wayne Johnson, FMS

The Building 8 Mental Health Addition (Building 170) is now completely under roof. Mechanical, electrical, and plumbing work are on-going along with drywall installation. The interior is beginning to take shape!

The new water tower foundation is in place, and construction of the stem will continue during the March/April timeframe.

Initiation of construction of a two-story Dining Room Addition atop Building 2A was delayed until May due to structural steel lead time requirements.

Additional building projects which will continue during the March/April timeframe include:

- Renovation of Building 7, 2nd Floor for MHSL: Contract change agreements are nearing completion.
- New Education Center in Building 75: Installation of flooring and finishes is continuing; awaiting delivery and installation of furnishings and audio/visual equipment.
- Replace HVAC System, Building 74: Design has been completed, and construction has initiated.
- Emergency Department Addition/Renovation: Design procurement will continue.
- Installation of a New Nurse Call System: Design procurement will continue.
- Replace Building 75 Roof: Construction procurement will continue.

Other more general projects continuing during the March/April timeframe will include:

- Energy Conservation Measures: Overhead light replacement for several buildings and building locations will continue. These light replacements will continue to reduce our energy footprint.
- Upgrades to Emergency Electrical System: Replacement of several Automatic Transfer Switches will continue requiring several short-term electrical outages on a building-by-building basis.
- Replacement of Primary Electrical Feeders: Construction procurement will continue.
- Upgrade Underground Water Distribution System: Construction has begun and will continue.
- Upgrade and Modernize Utility Plant: Design effort will continue.
- Site-Wide Security Fencing: Correction of deficiency items should be completed.
- Install Storm-Water Overflow for East Courtyard: Construction procurement will continue.
- Correct Life Safety Deficiencies: Replacement and upgrade of fire doors, fire dampers, and exit lights will continue. Construction of new emergency stairways at Building 75 will also continue.
- Correct Electrical Panel Deficiencies: Design procurement will continue.

There are a number of additional contracted design and construction projects in progress along with multiple projects by in-house labor.

Please use caution around any construction activity and observe construction signage and barriers. If you observe any safety concerns, please report them immediately to Safety (Ext. 2292) or FMS (Ext. 2700).



Aerial view of Building 8 Addition – Photo by Ricky May, SkyShots Helicopters.

Used with permission from Hanke Constructors.

? 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 healthcare, 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).



QUESTIONS AND ANSWERS FOR FEBRUARY/MARCH:

Q: "Does attending a professionally sponsored dinner meeting conflict with any VAMC policies?"

A: The dinner can be attended, but the meal should be paid for on your own. Federal employees generally may not accept gifts from a prohibited source. By law, a prohibited source is any person who is seeking official action by the VA; does business or seeks to do business with the VA; conducts activities regulated by the VA; or has interests that may be substantially affected by pharmaceutical companies or supply vendors that attempt to see their products in the VA or already has products on the VA National Formulary.

Q: "What if I don't prescribe medications and the food provided (gift) is nominal (like a snack or boxed lunch or under \$20 in value)? Can I accept?"

A: Not recommended. An employee may not accept a gift in return for being influenced in the performance of an official act. The above answer applies. In addition, an employee may not accept a gift from the same or different sources on a basis so frequent that a reasonable person would be led to believe the employee is using his/her public position for private gain. Even when an individual may not have any influence on VHA operations, the individual is still a representative of the federal government and could be perceived as having an ethical conflict, even if one truly does not exist.

Q: "What if I see a sales representative on the unit and I know he or she has been "approved" in the past? I don't see a VISITOR badge."

A: ALL sales representatives must report to the Pharmacy Office or Logistics Office and obtain a VISITOR badge to be worn while in the Medical Center. You should report this to your supervisor. Vendors and sales representatives are also required to sign a logbook indicating the name of the person(s) scheduled to be seen as well as the appointment time. They return this badge to the Pharmacy or Logistics Office each visit and sign-out prior to leaving the facility. (They must have an appointment).

Q: "Can vendors leave their product literature (flyers, etc) on the premises?"

A: Representatives may only distribute materials on-site and at the time and location of a scheduled appointment or educational program (see above). In no circumstance may any materials be left in patient care areas. Please refer to MCM 658-119-18 dated May 2012.

REFERENCES:

- Drug and Drug-Related Supply Promotion by Pharmaceutical Company Representatives at VA Facilities. 38 CFR Part 1. Federal Register Volume 77, number 43. March 5, 2012. Pgs 12997-13009. Available online: www.gpo.gov [FR Doc No: 2012-5279]
- VHA Handbook 1108.08 – VHA formulary management process, dated February 2, 2009.
- VHA Handbook 1007.07 – Financial Relationships between VHA health care professionals and industry, dated October 21, 2009.
- VHA Directive 2003-060. Business Relationships between VHA Staff and Pharmaceutical Representatives, dated October 21, 2003.
- IL 10-2004-002, Gifts to Health Care Professionals from the Pharmaceutical Industry, dated February 17, 2004.

APRIL'S QUESTION:

Some areas where patients share personal information are located in the open where others can hear what the Veteran or employee is saying. Is it ok that others overhear the conversation even if they don't know the Veteran who is being discussed or the Veteran's name isn't mentioned?

Understanding Your VA Patient Statement

A guide to information found on your Department of Veterans Affairs statement



U.S. Department of Veterans Affairs
Veterans Health Administration

The Department of Veterans Affairs Redesigned Your Patient Statement

Your statement is now easier to read and understand.

- A.** Address for all VA mail, except payments
- B.** Account number, include with all payments
- C.** Payment options
- D.** Payments and services received after this date will appear on next month's statement
- E.** Balance from last month's statement
- F.** Amount paid by you and/or your insurance company
- G.** New charges to statement
- H.** To prevent late fees, pay by this date
- I.** Balance due
- J.** Medication name & date filled
- K.** Refer to "K" number when asking about a charge on your statement
- L.** \$15 - Basic Care; \$50 - Specialty Care (eyes, heart, hearing, etc.). Inpatient charges change yearly

The bottom portion of the statement is your payment coupon. Detach and fill in all information and mail, along with your check (unless paying by credit card) using the enclosed envelope. Please do not include letters, notes or other material.

Missing information will delay your payment posting.

M. If paying by credit card, the following is required:

1. Card Number
2. Expiration Date
3. Type of Card
4. Signature
5. Payment Amount

VA Medical Center
450 Veterans Blvd.
Anywhere US 12345-6789 **A**

VA U.S. Department of Veterans Affairs

STATEMENT REQUESTING OR ADDRESS CHANGE?
CALL: 800-422-1234
ONLINE: www.va.gov
BY MAIL: TO THE ADDRESS BELOW
BY PERSON: AT THE VA Medical Center
PAY BY PHONE: 1-800-827-4817

Statement reflects payments received by **D**
LOCAL US3 MESSAGE

DESCRIPTION	DATE	AMOUNT	REFERENCE
COPY RX: 1201954 FILL DATE: 4/20/2012 DRUG: CLOPIDOGREL BISULFATE 75 MG TAB DAYS: 00 CITY: 00 PHY: DOCTOR, JOE CHG: \$37.00		\$37.00	K 580-10590999
OUTPATIENT CARE VISIT DATE 04/20/2012		\$15.00	580-10590999

E PATIENT NAME: CORRY, RIX
F ACCOUNT NUMBER: 1201954
G STATEMENT DATE: 4/20/2012
H PAYMENT DATE: 4/20/2012
I BALANCE DUE BY: 4/20/2012

J MEDICATION NAME: CLOPIDOGREL BISULFATE 75 MG TAB DAYS: 00
K REFERENCE: 580-10590999

L \$15 - Basic Care; \$50 - Specialty Care (eyes, heart, hearing, etc.). Inpatient charges change yearly

M If paying by credit card, the following is required:
1. Card Number
2. Expiration Date
3. Type of Card
4. Signature
5. Payment Amount



COMPLIMENTS CORNER

- ☺ “Compliments to **Julia Ewen, MD**, who is a compassionate person and an excellent diagnostician. She also takes the time to answer and explain any concerns that you may have.”
- ☺ “**Dr. Lipscomb, Rebecca, ER staff, Brenda**, everyone in **Ortho**; for all their kindness and professionalism.”
- ☺ “Thanks to **Dr. [Justine] Crowley, Primary Care**, the **Eye Clinic**, the **MOVE** program, and the **Orthopedic Clinic** and **Dr. [John] Traynham**. The care I received was outstanding; everyone involved took time to explain what was going to happen and what to expect.”
- ☺ “Thanks to the **Chronic Pain Group** for their help and concern for my well being. Thanks to **Cathy Collins, Lori Cranwell, Hani Shabana**, and the Pharmacist (**Monica**).”
- ☺ “Thanks to **Jim Markey**, IT Specialist. Absolute professional with a strong friendly customer service attitude. It is amazing how far kindness and willingness to assist can brighten someone’s day within a matter of minutes.”
- ☺ “To the **Nursing Staff of 7-1**: Thanks to each and every one of you for playing a pivotal role in my sobriety. Every morning I wake up and walk past the nursing station I see smiling faces and a ‘good morning.’ You have been more than helpful in answering any questions...and if you didn’t have the answers you promptly found them. You have given me excellent advice I plan to follow.

You have also provided wisdom and insight I could not see... it is refreshing to see strong women doing what they love...”

- ☺ “This is the most fantastic facility. Everyone is tapped into helping a Vet, not to say other VAMCs are not good. This is the best yet!”
- ☺ “Thanks to the morning **Canteen** staff for opening the Food Court on the morning after the snow storm on January 18th. We spent the night here and having a hot breakfast was really nice!”
- ☺ “**Nikita and Tawanna (Ward 4J)** were very gentle getting me up to a stretcher; and Gale was wonderful at starting my IV.”
- ☺ “My visit [to **Lynchburg CBOC**] was the most perfect in all areas that I have ever had in my lifetime and I have never had in the past anything so wonderful.”
- ☺ “**Dr. Pavan Reddy**, my mental health provider, deserves exceptional ratings. My Primary Care provider, **Dr. Singh**, should be recognized for his concern and care.”
- ☺ “[**Danville CBOC**] means so much to Veterans of Southside. It is the best thing that has happened to the Veterans in this area.... A first class medical facility that has trained personnel that care and make sure our physical needs are met. **Ms. Brenda Blackstock** has been my main contact...she has been a real pleasure to work with. The entire staff has been a great example...”
- ☺ “I am one of your female Veterans and I have severe PTSD. I live alone and I basically don’t have a social life because of my mental health service connected disability. I was going to be alone this Valentine’s Day and I have no family here either. I was so touched by the Valentine’s Day cards that the VA accepts from people in the community for us Veterans. I picked up a few in the front by the Information Desk and they really put a smile on my face. I just wanted to thank my VA hospital for allowing those kinds of cards to come in to the VA and being made available to us Veterans. I have a couple on my desk and it just made me smile. Those kinds of things really help us Veterans and I just wanted to thank you.”

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 home-page.

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 2013

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

Mar 10	Spring Forward—Daylight Savings Time—Move Clocks 1 Hour Ahead
Mar 12	Re-Creation Music and Dance performance at 2p in the Auditorium (Building 5)
Mar 20	\$ave Academy Workshop for Employees from 12-1p in the Auditorium
Mar 21	National Nutrition Month Display from 11a-1p in the Main Lobby Building 143
Mar 21	Women's History Month Program from 2-3p in the Auditorium Building 5
Mar 29	Good Friday Service at 10a in the Chapel
Mar 30	National Doctors Day
April	Sexual Assault Awareness Month — Clothesline Project Display in the Main Lobby all month; information tables April 8-9 from 8a-3p
Apr 4	DMV2GO from 9a-3p in Parking Lot S
Apr 11	Be Physically Active—Display in Main Lobby from 12:30-1:30p
Apr 17	\$ave Academy Workshop for Employees from 12-1p in the Auditorium
Apr 18	Town Hall Meeting for Employees from 11:30-12:30p in the Auditorium
Apr 19	Sexual Assault Awareness Walk from 4:30-6:30p; Start and Finish outside Building 5 Auditorium
Apr 30	Salem VAMC/VEC Veterans Job Fair from 9a-2p in the Auditorium Building 5
May 9	Strive for a Healthy Weight—display in main lobby from 12:30-1:30p
May 10	Breakfast with the Director for Night Shift Employees—4-5p in Shell Space, Building 143, Room 1C129
May 15	\$ave Academy Workshop for Employees from 12-1p in the Auditorium
May 15	2013 VA2K from 12-1p around the perimeter of the VAMC; start at Building 5