ACCELERATING ACCESS TO CARE

We at Salem VAMC remain committed to providing excellent service to Veterans, based upon the core values of “I CARE” — integrity, commitment, advocacy, respect, and excellence.

Overall, we are doing well with our access and wait times; there were no major concerns determined by the Audit done at our facility when the nationwide access Audits were performed. We met with our local legislators, Veterans Service Organizations, and the media in June to share our current status and the processes and activities we have in place to continually strive to improve our access and services to Veterans. Some of those activities include recruitment of staff to fill critical vacancies, clinically reviewing every consult, seeking ways to respond to challenges in specialty care (e.g. dermatology), encouraging Veterans to sign up for My HealtheVet and Secure messaging to offer alternatives for communication with their health care team, monitoring and improving our scheduling process, offering expanded hours for clinics (evenings and weekends), working on improving Nurse retention, and always looking for opportunities to improve Veteran satisfaction with our services.

The Veterans we serve are always encouraged to let us know if we are not meeting their expectations; preferably when and where the issues occur. We are here to serve those who served, and want to know immediately if there is something that requires our attention.

I want to express what an honor it is to serve the 37,500 Veterans that we currently care for at the Salem VAMC; and to assure them our staff are committed to the “I CARE” principles of integrity, commitment, advocacy, respect, and excellence.

Furthermore, I am extremely proud to represent the employees and volunteers at Salem VAMC. I have never worked with a group of such dedicated and caring individuals. Each of us at the VA has a deep and personal connection to our mission. It is truly an honor to be able to come to work here every day. We are eager to continue to grow and improve as an organization in order to meet the health care needs of the Veterans in the Salem VAMC area. We are moving forward: honoring service, empowering health!

Miguel H. LaPuz, MD, MBA,
Director

“It’s not about wait lists. It’s about getting to see your doctor when you need to.”

Summer 2014 will certainly be a milestone in the history of this department. No previous event has garnered the amount of press that we have experienced since May. In its simplest form, the issue is one of supply and demand. Getting Veterans off wait lists and providing appointments is a step forward, but the real measure of success is, and should be, how long it takes to be seen by a provider. This is driven by capacity.
VISN 6 has been successful on many fronts, working to build capacity throughout the region to meet the needs of our growing Veteran population. As an example, we are leveraging telemedicine, using the extra capacity for dermatology that exists in Hampton to perform consults for Veterans in Salem. We are also making use of the additional capacity for orthopedic patients at Asheville and Salem medical centers to treat patients from Salisbury and Fayetteville. Working as an integrated network, we are focused on continuing to build sustainable capacity and finding ways to overcome challenges.

Caring for America’s Veterans is a team effort and I would like to thank all the employees across the organization that are helping VA push forward, using every means possible, to provide all eligible Veterans access to the high-quality health care they’ve earned.

Daniel F. Hoffman
Network Director, VISN 6, VA Mid-Atlantic Health Care Network

For more information online about VA-wide access, waiting times, and other important current information, please go to http://www.va.gov/health/access-audit.asp.

At the Department of Veterans Affairs (VA), our most important mission is to provide the high quality health care and benefits Veterans have earned and deserve — when and where they need it. In mid-April, the Secretary of Veterans Affairs directed the Veterans Health Administration (VHA) to complete a nation-wide Access Audit to ensure a full understanding of VA’s policy among scheduling staff, identify any inappropriate scheduling practices used by employees regarding Veteran preferences for appointment dates, and review waiting list management.

VA is already taking corrective action to address issues resulting from the audit. On Wednesday, May 21, VA launched the Accelerating Access to Care Initiative, a nation-wide program to ensure timely access to care. As directed by President Obama, VHA has identified Veterans across the system experiencing waits that do not meet Veterans expectations for timeliness. VA has begun contacting and scheduling all Veterans who are waiting for care in VA clinics or arranging for care in the community, while simultaneously addressing the underlying issues that impede Veterans’ access.

In addition to the Access Audit process, VA also gathered additional data from each facility. This data includes: The number of appointments scheduled at each facility; the number of requested appointments that are on each facility’s Electronic Wait List; The number of newly enrolled patients who have not yet been scheduled by facility; and Average Wait Times for Mental Health, Primary Care, and Specialty Care at each facility, for both new and established patients.

MY HEALTHEVET (MHV) TESTIMONY
Submitted by Donna Lambert, MHV Coordinator

Mr. Ron Melanson (on right) is one of our Danville Community Based Outpatient Clinic (CBOC) MHV volunteers. Recently he has started volunteering here at Salem VAMC on days that he comes for his own appointments. Mr. Melanson is shown with another Volunteer, Al Steed, with one of the MHV User Guides.

“I have used MyHealtheVet for about 6-1/2 years. It is one of the most useful tools that a Veteran can use to help with their health care. I can order my prescription medications, check my appointment dates and times, see results of my blood tests, see some notes that my doctors write about my visits to them. One of the most useful feature is Secure Messaging. I can use this feature to interact with my doctors and their staff. I can get quick answers to my questions without having to play telephone tag with the doctors and their team.”
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!

**Upcoming Rural Health Outreach Events:**
- July 25—Diabetes Complications—Pearsburg Library from 10-11:30a
- July 28—Nutrition—Eagle Rock Library from 10:30a-12p
- July 29—Alzheimer's—South County Library, Roanoke from 10:30a-12p
- July 30—Cataracts—PRRC at Salem VAMC from 10-11a
- July 31—Thyroid Disorders—Brandon Oaks in Roanoke from 10:30a-12p
- August 1—Diabetic Medications—Pearsburg Library from 10-11:30a
- August 2—Outreach at “Wings and Wheels” Ingalls Air Field in Hot Springs from 12-6p
- August 4—Diabetes Self Care—Eagle Rock Library from 10:30a-12p
- August 6—Heart Attacks, Part 1—PRRC at Salem VAMC from 10-11a
- August 8—Blood Pressure Management—Pearsburg Library from 10-11:30a
- August 9—Outreach at Tazewell Fair—Tazewell Fairgrounds from 8:30a-5p
- August 11—Pre-Diabetes—South County Library, Roanoke from 10:30a-12p
- August 12—Stroke—VFW Post 1115 in Hillsville from 10a-12p
- August 13—Stroke—VFW Post 6000 in Narrows from 10a-12p
- August 15—Nutrition—Pearsburg Library from 10-11:30a
- August 16—Outreach at Car Show at Salem VAMC from 9a-3p
- August 16—Outreach at Main Street Flea Market in New Castle from 12-5p
- August 18—Managing Diabetes—South County Library, Roanoke from 10:30a-12p
- August 19—Stroke—VFW Post 1033 in Covington from 10a-12p
- August 22—Stress & Emotional Factors in Diabetes—Pearsburg Library from 10-11:30a
- August 23—Outreach at Bluegrass & BBW in New Castle from 12-5p
- August 25—Diabetes Complications—South County Library, Roanoke from 10:30a-12p
- August 26—Stroke—Cumberland Mountain Community Services, Cedar Bluff from 12-2p
- August 27—Macular Degeneration—PRRC at Salem VAMC from 10-11a
- September 3—Macular Degeneration—PRRC at Salem VAMC from 10-11a
- September 8—Diabetes Medications—South County Library, Roanoke from 10:30a-12p
- September 9—Shingles—VFW Post 1115 in Hillsville from 10a-12p

More information and upcoming events open to the public are posted at [www.salem.va.gov](http://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.
ATTENTION VETERANS! NEW VETERANS HEALTH IDENTIFICATION CARDS

We are pleased to let you know that the new Veteran Health Information Card (VHIC) is the process of being mailed out from the Health Eligibility Center in Atlanta. You do not need to report to Health Benefits to have a new photo made unless:

☞ You are a new enrollee and have **never** been issued a VA card;
☞ You have never had a VA card **with** your photo on it;
☞ You have received the new VHIC card but the designation of Jr. or Sr. does not appear on the card.

**PLEASE NOTE THAT STAFF IN HEALTH BENEFITS ONLY TAKE YOUR PHOTO AND TRANSMIT TO THE HEALTH ELIGIBILITY CENTER – YOU WILL NOT RECEIVE YOUR CARD ON THE SAME DAY OF YOUR VISIT.**

You do **NOT** need your VA card in order to be seen at VA for your appointments. VA Identification Cards are only issued if you are enrolled with the VA for your health care.

SALEM VAMC EEO CELEBRATES ASIAN PACIFIC AMERICIAN HERITAGE

Submitted by Evelyn P. Sayers, Photo by Ann Benois

Salem VAMC’s EEO Committee sponsored the Asian Pacific American Heritage (APAH) celebration on May 22, 2014, featuring the Republic of the Philippines. This year’s theme, “Diverse Leadership and Expanding Opportunity: An Imperative for America”, focused on the role of diverse leadership in the American multi-cultural mosaic and the contributions of Asian Pacific Americans. The celebration, spearheaded by APAH Chairman/Program Manager, Evelyn P. Sayers, was highlighted by the performance of cultural dances by the graceful and lovely Officers and members of the Philippine American Association of Roanoke Valley (PAARV), and displays of authentic costumes, jewelry, and crafts from the different regions in the Philippines. There were also exhibits for the month of May showcasing photographs of American citizens of Filipino descent who work at the Salem VAMC (including our Director, Dr. Miguel LaPuz) with emphasis on their work experiences and contributions to the US economy and to society, scenic views/pictures of the different islands in the Philippines, and statistics about the Asian Pacific Americans working at the VA nationwide.

The program also included delicious Filipino food donated by PAARV friends and Filipino employees at the Facility to benefit the EEO Scholarship Fund. We were able to raise the most amount of money for our Scholarship program which will be offered to deserving children of our VA employees.

CARA HOLLEY BENCH DEDICATION

Submitted by Chaplain Pat Roberts, Photo by Ryan Pleasants

A butterfly bench outside the Center for Traumatic Stress was dedicated to Cara Holley, the daughter/step-daughter of Salem VAMC employees Mike and Terry Holley, whose life was taken by violence. The bench symbolizes her welcoming spirit as well as her butterfly flight into heaven. A special ceremony was held on June 30, 2014 with family, friends, and employees.
**14th ANNUAL ARMED FORCES DAY PARADE**

The 14th Annual Armed Forces Day Parade Honoring Hospitalized Veterans was held on May 17, 2014 between the Salem VAMC and the Virginia Veterans Care Center (VVCC). The event was sponsored by the Salem VAMC, VVCC, Vinton War Memorial, Association of the US Army (Stonewall Jackson Chapter), D-Day Memorial, 29th Infantry Division Association, Commando Supply, and Good Samaritan Hospital. Thanks to all who participated in so many ways.

**VA2K WALK AND ROLL A SUCCESS!**
Submitted by Dr. Shannon Cohen, Photo by Marian McConnell

This year the 4th Annual VA2K Walk and Roll on May 21, 2014 had 257 participants (including the Lynchburg CBOC) and total estimated donations for homeless Veterans of $1,333. Thanks to all who helped make this such a great event!

**MHICM COOKOUT**
Submitted by Rita Cone

On May 14, 2014, twenty-two Veterans enrolled in the Mental Health Intensive Care Management (MHICM) program, and MHICM staff, enjoyed a picnic cook-out provided by local DAV volunteers, David Cuff, Katrina O’Inzillo, Leonard Turner, and Everington Howell. Following lunch the Veterans had the opportunity to play corn hole, or go fishing in the VA lake.

Photos by Rita Cone (left to right): Christopher Johnson and Pedro Delgado. A beautiful smile from Sherry Ward. Bill Conklin works on staying busy and independent. Corn hole fun with James Johnson and Edward Doss, MHICM Alumni and MHICM RN, Tammie Rudder.

**RIDE SOLUTIONS**
Submitted by Jeremy Holmes

Did you know the average family spends more on transportation costs than on healthcare? By the time you add up vehicle maintenance, legal fees, insurance, and the ever-increasing price at the gas pump, expenses associated with driving a vehicle are second only to the home mortgage! RIDE SOLUTIONS can help you cut costs in half—check out the website at [www.ridesolutions.org](http://www.ridesolutions.org) and create an account to get started. You can also call (540) 342-9393 for more information. It’s free!
MOUNT AIRY — HOUSE ON THE HILL
Submitted by Jace Walters, MRT, BBA

The Salem VA is rich with history from the cases of artifacts and pictures along our hallowed halls to the hospital and buildings themselves. In fact, On September 4, 2012 the National Park Service placed our hospital on the national register of historic places as the only VA hospital to be commemorated by a sitting U.S. President. That commemoration remains a special part of our legacy, however, our claim to antiquity dates further back to the mid-1800s.

During the 1840’s and late 1850’s a man known as Benjamin Deyerle (pronounced Dire - Lee) was widely considered Roanoke Valley’s foremost builder of the nineteenth century and is credited for having built seven distinct residences and arguably some of the most cherished landmarks in the Roanoke Valley. These houses, more commonly referred to as “Deyerle Homes,” all have a unique flare of architecture known as Greek Revival and colorful, descriptive names to accentuate them such as “Lone Oakes” constructed for himself near Mudlick Creek in Roanoke off of what is now Grandin Road. The others include “White Corners,” “Belle Aire,” “Intervale,” “Monterey,” “Pleasant Grove,” and our very own “Mount Airy” right here on the VA campus. (“The Houses Deyerle Built, Roanoke Times, Sun Oct 4, 1987).

“Mount Airy” was originally named “Edgehill,” a fitting title for a magnificent house perched high upon a hillside vibrantly painted with rich, golden yellow and dark orange hues by the soft brushstroke of our Virginia sunsets. From nature’s majestic balcony, “Edgehill” stood tall overlooking Mason’s Creek and the mostly undeveloped valley below we now call Salem. Until now, you may have only known this house as Building 25 but the Greek Revival style is evident by the recognizable details of the Parthenon with the wide, plain horizontal bands above the doorways, the large, open veranda, heavy moldings along the top wall, and the traditionally white support pilasters imitating massive columns.

Like many of the other “Deyerle Homes,” whose names changed with the coming of new ownerships. “Edgehill” was renamed “Mount Airy” by Mr. John H. Parrott who purchased the home in 1921. In 1930, the house and property surrounding it was sold to the U.S. Government and construction soon followed as the site of a new VA hospital after which time Mount Airy became the housing quarters for the hospital directors. The Salem Historical Society medallion has a place of honor at the front door to mark Mount Airy’s historical significance. Its grandeur is also captured and preserved on a rare landscape painting by Edward Beyer dating somewhere between 1854-1857. The large panorama of Roanoke County looking East shows both Intervale and Edgehill in their early rustic splendor. This painting recently sold for 6-digit figures.

Although Benjamin Deyerle died long before the Salem VAMC was built, his works did not go with him. You only have to look up and see his poetic reawakening of a nostalgic architectural reminder of Ancient Greece and its fabled spirit of democracy fashionably popular for a young, flourishing America looking to ancient Greece for inspiration as we engaged in perfecting our society instead of commerce. The essence of that democratic spirit and what we admired is embodied by our house on the hill. For more information about Mount Airy or Benjamin Deyerle check out the book from a local library, Nineteenth-Century Brick Architecture in the Roanoke Valley and Beyond: Discovering the True Legacy of the Deyerle Builders written by Michael J. Pulice, visit the Salem Historical Society Museum located at 801 East Main Street, or contact Jace Walters or Marian McConnell, Co-chairs of the Salem VAMC Archives Committee.

A special thanks to summer youth volunteer Christian Ulirsch for his contributions and research in making this article possible.

Top two photos by Jace Walters; bottom photo provided courtesy of the Salem Historical Society Museum and used with permission.
CONSTRUCTION UPDATES
Submitted by Wayne Johnson

Throughout winter and spring, construction has progressed on a number of projects. Contractors continue work on the new Community Living Center (CLC) Dining Room Addition atop Building 2A. This addition is now largely enclosed.

The new water tower is nearing completion, and connection to the water system is being planned. Furnishings and equipment are currently being installed in new Mental Health Building 170, and activation planning meetings are underway. We currently anticipate activation of this building during the early fall if all furniture and equipment arrives as currently scheduled.

There are a number of projects in various stages of design including:

- Installation of a New Nurse Call System: The design is essentially complete and installation procurement has initiated.
- Upgrade Utility Plant: Design effort will continue.
- Relocate/Expand Renal Dialysis: Design effort will continue.
- New HVAC system for Building 5: Design effort will continue.
- Renovate Building 8 Basement (East): Design effort will continue.
- Renovate Building 17: Design effort will continue.
- Construct Simulation Center in Building 4: Design effort will continue.

Several other Projects which are currently under construction will continue during the June/July timeframe including:

- Replacement of Primary Electrical Feeders: Construction will continue.
- Upgrade Underground Water Distribution System: All buildings are now on the new water system. Completion of remaining paving and correction of deficiency items will continue.
- Correct Life Safety Deficiencies: Construction of new emergency stairs at Building 75 is nearing completion.
- Photovoltaic Array atop landfill: This project is essentially complete and is contributing electrical power to our system during daylight hours.

There are several additional contract projects in various stages of design or construction procurement and several other projects are being conducted by in-house labor.

As always, please use caution around construction activity, and heed all barriers and signage. While our trenching activity is minimal compared to last summer, there are still hazards in several areas. If you observe any safety concerns, please report them immediately to Safety (Ext. 2292) or FMS (Ext. 2700).
The 2013 Nursing Excellence Awards were presented at a special ceremony on May 6, 2014, during national Nurses Week.

“VA Nursing is a dynamic, diverse group of honored, respected, and compassionate professionals. VA is the leader in the creation of an organizational culture where excellence in Nursing is valued as essential for quality health care for those who served America.”

The Award Winners for 2013 were:
- **Expanded Role Category**—Robin Krupin, RN, Emergency Room
- **RN Clinical Staff Category**—Joyce Rasnake, RN, Primary Care Service Line
- **LPN Category**—Pamela Grogan, LPN, Medical Subspecialty Clinic, 2J
- **Certified Nursing Assistant Category**—Kathy Hairston, NA, Community Living Center, 2-2

**WEAR WHITE DAY FOR NURSES WEEK**
Submitted by Cindy Stanley, LPN

In the 1860’s it was looked down upon to be a nurse and not considered professional. Florence Nightingale is accredited as a pioneer of modern day nursing. Nurses wore white uniforms to symbolize cleanliness, purity and innocence as well as identification and hygiene. The uniform of this time was a stiff white pinafore over a floor length dress and frilly-looking caps. They were very professional looking as this is the first decade that nursing becomes considered an honorable career.

Cindy Stanley, LPN, graduated from New River Community College, Practical Nursing, in 1979. She has worked at the Salem VAMC since January 2012 in Primary Care. “I love helping people.”

Karen Hicks, LPN, graduated from Roanoke Memorial Hospital School of Practical Nursing in 1985. She has worked at Salem VAMC for 19 years. “I enjoy working with Veterans.”
KUDOS TO STAFF!

Congratulations to the Nursing staff who obtained a degree or certification in 2013:

- Sharon Bohon—BSN
- Shannon Carter—BSN
- Linda Webb—MSN
- David Corbitt—MSN
- Kenneth Terry—MA—Management & Leadership
- Dennis Guerra—Psych-Certification
- Charlotte Wingo—Certified Case Manager
- Jeanine Bomber—BSN
- Amy Rigsby—BSN
- Brenda Lewis—BSN
- Kayla Mullins—MSN-HSM
- Cynthia Abbott—BSN
- George Bradley—BSN
- Vicky Doss—MSN
- Bridgette Vest—DNP

Dr. Venkata Chilakapati was presented with the Outstanding Teacher Award at the Cardiology Graduation Ceremony June 7, 2014. Only 1 award was given out of 34 Cardiology Faculty at Carillon/RMH. Dr. Chilakapati “dedicates it to Salem VAMC and its role in promoting medical education.”

Charles Hurd, Privacy/FOIA Officer, earned the Certified Information Privacy Professional/U.S. Government (CIPP/G) credential through the International Association of Privacy Professionals (IAPP) on June 23, 2014.

Maribeth Capuno, NP, was featured in US News in an article, “9 Things to Know About Nurse Practitioners: With their growing presence, you may not need to see a doctor for your health care,” by Lisa Esposito (June 10, 2014). “You can run into a nurse practitioner in any number of health care settings. Maribeth Capuno practices in the cardiology department at the Salem Veterans Affairs Medical Center in Virginia, where she sees “the gamut of cardiac patients” with conditions such as heart arrhythmia, coronary artery disease and heart failure, including patients with stents after heart surgery. Capuno, who is president of the Virginia Council of Nurse Practitioners, also volunteers at the Bradley Free Clinic in Roanoke, Virginia, where she provides general health care.”

Dr. Junping Li received the Teaching Award from UVA Ophthalmology “for Outstanding Resident Surgical Education” presented by the graduating class, June 30, 2014. This is the second time Dr. Li has received this award.

HOUSEKEEPERS OF THE MONTH
Submitted by Nathan Rivers

On May 27, Housekeeping held their monthly staff meeting. During the meeting Christopher Childress (left) and Freddie Trusclair (right) were selected as Housekeepers of the Month for May. Both of these fine gentlemen work hand in hand in our Community Living Center to ensure that the Veterans that stay there are provided with a safe and sanitary environment. Both hold their job with honor and understand the privilege it is to serve our Nations Vets. Please take the time to recognize these great workers and as always please let us know of all the great work that Salem’s Environmental Management team does!

On June 24, Housekeeping held their monthly staff meeting where Dennis Enoch and Greg Clark were named Housekeepers of the month for June. These fine gentlemen work very hard on our 2nd shift tour to keep this facility safe and sanitary for all Veterans, visitors, and staff. Please take time to congratulate these hard-working men for the fine job they do.
TOWN HALL MEETING AND EMPLOYEE RECOGNITION—JULY 17, 2014

*Photos by Marian McConnell

40 Year Service Pins
Wanda Hickerson—Nutrition & Food Service*
Yvonne Jefferies—Nutrition & Food Service*

35 Year Service Pins
Connie Azar—Human Resources*
Harold Bryant—Chaplain*
Joseph Duehl—Social Work*
Christine Lewis—Human Resources*
Joseph Trials—Nursing*
Yvonne Wright—Nursing

30 Year Service Pins
Michael Holley—Engineering
Gail Langabeer—Nursing
Laura Rumsey—Primary Care

25 Year Service Pins
Bertha Anderson—Nutrition & Food Service*
Wesley Chisom—Prosthetics
Betty Parker—NPO
Betty Smith—Nutrition & Food Service*
Catherine Turnage—Nutrition & Food Service*

GEM—”Going the Extra Mile” Awards (89)

Top to Bottom, Left to Right
Hickerson, Jefferies
Azar, Bryant
Duehl, Lewis
Trials, Anderson
Smith

Some of the GEM Winners at Left

Peter Wills*
Edith Austin
Ekavi Boyette
Christopher Childress
Charles Cox*
Douglas Dockery, MD
Nancy Ferguson*
Kathy Hairston
Karen Hicks*
Machele Huff
Philip Jenkinson*
Helen Malin-Christiansen*
Robin McMillan
Shirley Peavey
Francis Pollio
Dianne Redd
Jennifer Self, PhD
Scott Slagle, OD*
Donald Thompson
Ali Trent
Jeffrey Webster
Frank Wilkins*
Kari Wygal

Karen Alabran*
Virginia Blankenship*
Benjamin Burns*
Arindam Choudhury, MD*
Annette Davidson
Tammy Donivan
Karen Flanary
Carolyn Haliburton
Sundra Horsey
Gregory Jamison, MD
William Kain
Deborah Markley
Dayna Mitchell
Barbara Pentecost
Joni Poore*
Renee Robertson
Paul Shearer, DPM
Carolyn Smith
Mandy Thompson
Mary Turner
Jeanne Welch
Christian Williams

Donna Angle*
Sharon Blosser
Brian Campbell
Stephanie Cooper
Melinda Dehart*
Julia Ewen, MD
Dennis Guerra
Laura Hart
Bessie Howard
Kimberly Jarrett
Lauren Lehmann, MD
Charles Matthews
Joshua Nowocin
Sara Perez-Torres, MD*
Katherine Poulos*
Genova Saunders
Kaye Sellers
Leanne Smith
Mary Tinsley
Christina Velazquez
Traci Westberg*
Pamela Williams

Tanisha Arrington*
John Bonk, MD
Joseph Candelario
Hazel Cowan
Clermann Dieudonne
Patricia Farmer
Heidi Guilliams*
Clayton Helms
Donna Huff
Roger Jenkins
Mazen Madoun, MD
Paul McAnnally
Cynthia Parrish*
Michelle Pettis-Tibbs*
Brianne Preston
Jennie Seeley
Debra Shipman
James Sturgill
Wudie Tirfie
Monica Veney
Joseph Wilder*
Vicki Witcher
COMPLIMENTS CORNER

😊 “Compliments to Lori Rutherford, Carol Copen, and Mandy Price. These ladies have always returned my phone calls promptly. They call for my blood sugar reading often, and give me advice. They renew my prescriptions when I forget to, and give me encouragement which inspires me to do better for my health. Thanks also to Annette Davidson; she has helped me with my grant for handicapped ramps and other devices that help me enjoy life more.”

😊 “I was in the Step-Down unit and 4J and the treatment I received was top notch. The nurses were so nice and concerned.”

😊 “Excellent reaction time and involvement by the Chronic Pain Group. All involved with this program were attentive, involved, and concerned.”

😊 “I have received outstanding care in Prosthetics, ER, Medicine, and Primary Care. Everyone has been professional, knowledgeable, and friendly.”

😊 “Thank you for publishing my thanks in the ‘Compliments Corner’ of your newsletter. It did not include the ED [Emergency Department]; they were so very good to me, especially George the RN.”

😊 “All of the nurses (both in ICU and regular Day Hospital) were efficient, courteous, attentive, and very professional; especially Peggy and Jesse in ICU.”

😊 “Within a matter of minutes I was seen in the ER; saw doctors within minutes to treat my ailment and was treated with dignity and respect — could not ask for a better hospital and rate it A1 over any VA. Salem VA was wonderful!”

😊 “An excellent experience which prepared me for a quick return home. I have been coming to this hospital over 45 years and glad it’s here. I cannot imagine receiving any better care at any hospital in the world.”

😊 “Dr. Choudhury and the Surgical team performed spectacularly. Dr. [Larry] Lipscomb’s commitment to patient and procedure is 100% and to be appreciated. Dr. Harry Brooks was very good. He took more time to explain in detail and in a way you could understand.”

😊 “Thanks to Dr. Slagle and the Eye Clinic staff for their exemplary, dedicated service. VAMC care providers and staff have consistently provided a high level of professional care with attention to my needs.”

😊 “Dr. Tish Claytor in the Hearing clinic is really an asset to the hospital. I have never been treated as nice and polite in such a caring manner that this lady conducted herself.”

😊 “Elizabeth Jackson [in Urology] stands out as one of the most helpful beyond any I’ve ever seen. Very cheerful also.”

😊 “Thanks to the Home Based Primary Care Team… for all of their dedicated support and assistance.”

😊 “I have always received the very best medical care from Salem VAMC. Salem VAMC surpasses many national medical facilities and I have nothing but high regard and respect for all those who serve me there.”

😊 “High praise for Lori Rutherford and Cathy Collins in the Pain Clinic. I have been through some rough patches but am grateful for the guidance and care I’ve received.”

😊 “This is my 2nd time on the 4th floor, mainly 4J. This stay was outstanding and enjoyable. I could not have been more pleased. The nurses were always smiling, pleasant, and very kind. I cannot give one person’s name because everyone did an outstanding job on all 3 shifts.”

😊 “Pat went above and behind to take care of me. She is a true professional and knowledgeable nurse. I enjoyed my stay here with Pat. The whole Recovery staff, Physical Therapy, and Dr. Patterson.”

😊 “My Dad was a WWII Veteran. He lived in the Roanoke area and the Outer Banks of NC. Even though he lived an 8-hour drive away in NC, and could have gone to 3 or 4 other VAMC’s, he always kept his appointments with the Salem VAMC and this is the only one he would come to. He always told me if you find something that works, always stick with it.”

😊 “My heartfelt thanks and admiration for the care I receive. I am a retired Nurse with a doctorate and I certainly know exemplary care when I see it. I transferred my care from Carillon 4 years ago. I could not be happier or more pleased with everyone and everything I have seen here.”
**EVENTS CALENDAR 2014**

Also see [www.salem.va.gov](http://www.salem.va.gov) Events Calendar and Employees can view Intranet Events Calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>Jul 1-31</td>
<td>Feds Feed Families—Peanut Butter Donations</td>
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<tr>
<td>Jul 14-18</td>
<td>Employee Civility Challenge Week</td>
</tr>
<tr>
<td>Jul 16</td>
<td>Red Cross Blood Drive from 11a-4p in the Auditorium (Building 5)</td>
</tr>
<tr>
<td>Jul 17</td>
<td>Employee Town Hall from 12-1p in the Auditorium (Building 5)</td>
</tr>
<tr>
<td>Jul 22, Aug 12, Aug 26</td>
<td>Virginia Tech Job Fair from 9a-12p in the Main Lobby (Building 143)</td>
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<tr>
<td>Jul 24</td>
<td>Mental Health Summit with Community Partners from 8a-4:30p at the American Legion Post 3</td>
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<tr>
<td>Jul 24</td>
<td>14 Strings Musical Performance from 11a-12p in the Main Lobby (Building 143)</td>
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<tr>
<td>Aug 6</td>
<td>Manage Your Stress from 11:30a-12:30p in the Main Lobby (Building 143)</td>
</tr>
<tr>
<td>Aug 9</td>
<td>Welcome Home Night at the Ballpark—Salem Red Sox from 7-10p, Salem Stadium</td>
</tr>
<tr>
<td>Aug 15</td>
<td>Welcome Home Cruise-In and Candlelight Vigil from 5-9p at the Building 5 Picnic Shelter</td>
</tr>
<tr>
<td>Aug 16</td>
<td>24th Annual Star City Cruisers Welcome Home Car Show from 9a-3p in Salem VAMC Lots G, H, and I</td>
</tr>
<tr>
<td>Aug 22</td>
<td>Virginia Blood Services Blood Drive from 11a-4p in the Auditorium (Building 5)</td>
</tr>
<tr>
<td>Aug 26</td>
<td>Women’s Equality Day from 12-1:30p in the Auditorium (Building 5)</td>
</tr>
<tr>
<td>Sep 1</td>
<td>Labor Day Holiday</td>
</tr>
<tr>
<td>Sep 7</td>
<td>Roanoke Pride in the Park Outreach Event for LGBT Veterans from 10a-6p Elmwood Park</td>
</tr>
<tr>
<td>Sep 10</td>
<td>Safety Tips from 11:30a-12:30p in the Main Lobby (Building 143)</td>
</tr>
<tr>
<td>Sep 11</td>
<td>Red Cross Blood Drive from 11a-4p in the Auditorium (Building 5)</td>
</tr>
<tr>
<td>Sep 15</td>
<td>DMV2GO from 9a-4p in front of Building 5 Auditorium</td>
</tr>
<tr>
<td>Oct 16</td>
<td>Employee Town Hall from 11:30a-12:30p in the Auditorium (Building 5)</td>
</tr>
</tbody>
</table>

**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

**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](http://www.salem.va.gov)