The Boise VA Medical Center was excited to be visited by the Secretary of the Department of Veterans Affairs, Robert Wilkie on August 14th.

Pictured with Secretary Wilkie is John Randall, a volunteer who was presented with a challenge coin by Secretary Wilkie for his hard work and dedication.
The Boise VA Medical Center was also honored to be visited by Secretary of Housing and Urban Development, Ben Carson, and Senator Mike Crapo (Idaho) on August 12th, 2019.

Pictured to the right is Sen. Crapo and Secretary Carson.
For more photos of Secretary Carson, Senator Crapo, and Secretary Wilkie cut/paste the text below into your web browser

W:\Medical Media Shared\Josh-Boise Front 2019\HUD SEC Carson & SEN Crapo
W:\Medical Media Shared\Josh-Boise Front 2019\VA SEC Robert Wilkie Visit
Hello's & Goodbye's

The Boise VAMC would like to welcome our new employees who came aboard:

Dustin Isaac, FMS
Patricia Fuller, FMS
Kerrie Harris, FMS
Kevin Chambers, OFL
Stephen Shitara, MSO
Megan Lambert, Nursing
Deborah Pearman, Nursing
Wendy Lane, Nursing
Warren Rose, N&FS
Marcos Enriquez, P&SS
Megan Simenc, Nursing
Joy Vander Linden, Nursing
Kristy Meyer, Nursing
John Brosa, Telehealth
Phillip Southern, FMS
Thomas Thorgimsen, FMS

George Calhoun, FMS
Chandler Bursey, HAS
Boyd Remillard, ITOS
Michelle McNeley, MSO
Alma Dozier, Nursing
Jason Tomaloff, Nursing
Delsey Meyet, Nursing
Cable Amsden, N&FS
Zeena Aljebouri, PALMS
Ronald Slaughter, PALMS
Tara McFadden, Pharmacy
Erika Eisele, BH
Mathieu Hauser, R&DS
Michael Glover, Surgery
Samantha Patton, Telehealth
Daniel Reynolds, Telehealth
The Boise VAMC would like to say goodbye to the employees who left us:

Dr. Maisha Correia, BH
Thomas Harrison, MSO
Tammie McCarter, HAS
Erika Eisele, BH
Neil Argyle, MSO
Craig Doehling, FMS
Rahiemin Talukder, FMS
Alissa McCullough, Education
Carri White, Nursing
Clarence Mellinger, Echo Lab
Alec Taylor, VCS
Brittany Bowman, BH
Jaime Marshall, BH
Darlene Miramontes, HAS
Natasha Quinn, BH

Bo’C Welker, Police
Jennifer Satterthwaite, HAS
Rebecca Torske, PALMS
James Welch, FMS
Stephanie Magdanz, Pharmacy
Jason Anderson, Surgery
Travis Nelson, FMS
Daniel Kizer, Surgery
Andrezj T.Midak, MSO
Nancy Kois, PALMS
Julia Mahaffey, HAS
Julian Parra, PCS
Carl Stevenson, Nursing
Theresa Vanyi, HAS
Eleanor has all of our ICARE values but to pick just one it would be the commitment that she has for our Outpatient Lab employs and patients. She is one of the most caring and hard working people in our lab. If someone calls out sick she will be the first one to volunteer to cover the shift. She’ll stay late to help catch up with work. Eleanor Wentzel is the definition of excellence.

Eleanor has been lead for about a year now and has improved wait times in the DSL and works hard with Rene and Bonnie at keeping staff where is benefits the laboratory. She works hard training new employees along with students. She often works late trying to get all the patients through the lab and is always willing to change her shift to help out where it is needed. She is willing to come in on weekends and does what ever she can to help anyone else out. She is always nice, professional with helping patients, along with staff.

Ms. Thomson serves with distinction in the TRC as Registered Nurse. Ms. Thomson readily volunteers to support continuous improvement projects, without reservation, and has been instrumental in creating a welcome letter and developing and implementing two crucial TRC competencies during the month. Recently the TRC identified that there was a need for a welcome letter which would be sent to Veterans coming into the program. Ms. Thomson took the initiative and worked with key stakeholders to develop a comprehensive welcome letter which is now utilized by the TRC for all new admissions. Ms. Thomson volunteered to create two key competencies from scratch.

Ms. Thomson researched best practice, involved stakeholders, developed a fully functional and effective competency for these tasks, then trained staff to ensure understanding. Ms. Thomson’s active display of commitment and desire to provide superior care to our Veterans epitomizes the ICARE values and brings great pride to the TRC and the Boise VA.

Amber is the lead MSA for the Specialty Care Clinics. We are down 2 employees due to their getting a promotions to work in other departments.

Amber has been working hard at completing her task, as well as working as a clerk in clinics that are short staffed. Amber didn’t fill in for just a couple of days or weeks, She has been covering for the last 3 months. It looks as though we may not have those position filled for possibly 3-4 more month, due to the new hires not being released from their current services.

I appreciate all the hard work Amber has been doing for our service, as well as for the Veterans.
Richard Nota

Are you a Veteran? If so, please list the years served, your branch, a brief summary of the positions you held, and if you are a combat Veteran.

I am proud to be a Veteran. I volunteered for the draft after attending Community College and was reclassified 1A. My years of service were 1968 to 1970. The Army happily trained me to become a light weapons Infantryman (11B20). After Advanced Infantry Training, Fort Carson in Colorado became my assignment. For an unknown reason, my next duty station was Edgewood Arsenal in Maryland for the next several months. There I participated in Chemical and Biological substance testing programs, along with a clerical job. When that assignment ended, Fort Carson was back home for me. Back there the assignment was to the 5th Division, 3rd Battalion, 10th Infantry to become the Battalion PLL Clerk in the Motor Pool. That is where I finished my term of service. I am proud to have served in the Vietnam Era, and Blessed to have been stateside in a support role. I am a member of the Vietnam Veterans of America and serve on the Treasure Valley Chapter 1025 Board of Directors.

Please tell us a little bit about yourself (examples: your family, where you were born and raised, career details, what you enjoy doing in your free time).

I consider myself a true Yankee being born and raised in Connecticut. My wonderful wife of 45 years, our Anniversary this November, raised our son and daughter in Connecticut as well. As an owner and operator of a water service business in rural Connecticut for over 30 years, the children out of college, we made the move to the beautiful coastline of South Carolina. We thought we had it all, until 10 years later we missed our family. So, Boise here we come, our son lives here, we visited, and knew we could enjoy the lifestyle and endure the weather. Our daughter is a military family, married to a West Point Graduate, and has moved 7 times in 11 years, so we visit them and love the Grandchildren. Life in Idaho is good, with cycling being my first interest, what more can I ask for. When winter shows up, I find myself at the gym and enjoying a good book. Church activities keep my wife and I busy as well.

Please tell us your why- Why do you volunteer at the Boise VA? How long have you been volunteering? What volunteer assignments have you held? What do you enjoy most about your time here?

Volunteering at the Boise VAMC allows me to enjoy the camaraderie of other veterans. The four years that I have been volunteering has passed by very quickly. Working with the patients as an escort or meeting them while attending the front desk allows me to be a “Vet helping a fellow Vet,” a motto Veterans live by.
BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

August’s Safety Story

Getting to the Root Cause After a Close Call

Scenario/Context: During a colonoscopy at the Harry S. Truman Memorial Veterans Hospital, a Veteran’s heartbeat became very rapid. The medical team found he was experiencing atrial fibrillation (AFib). They stopped the colonoscopy and moved him to the Emergency Room where he was treated and sent home with no further related problems.

Action: After reviewing this and similar cases, the team learned there were no set practices for addressing cases of new onset AFib during a colonoscopy.

Results: A Lean improvement project team did a root cause analysis and developed a method for identifying new cases of new onset AFib and specific guidance for nursing intervention and action.

HRO Principle: By getting to the root cause, the team built a consistent approach to new onset AFib during all medical procedures. Because AFib is a serious heart condition, the new practices likely prevented future patient harm.

Theme of the Month: Get to the Root Causes

This situation has happened multiple times and I’m pretty sure it happens at other clinics doing procedures with sedation. I’m glad our Lean project team developed the guidelines we needed to address new onset AFib.

Leigh Fleck, RN, Harry S. Truman Memorial Veterans Hospital

VHA’S JOURNEY TO HIGH RELIABILITY

Your Care is Our Mission.

For more information, visit: http://bit.ly/HighReliability_sp

Get to know your **RECORDS MANAGER**

Kelly Helland
(208) 422-1134
Bldg. 43, Room 102
*Call or come in Mon-Fri 8am to 4pm*
WALK FOR Parkinson's BOISE!

Saturday September 7

WHAT? Walk for Parkinson's 2019

WHEN?
Registration 9:00 am
Walk 10:00 am

WHERE? Veterans Memorial Park

930 Veterans Memorial Pkwy, Boise, ID 83703
NWPFOrg | 206.946.6520

Register online at WalkForParkinsons.org

Questions?
Contact Jordan
206.946.6520
JORDAN@NWPFOrg
The images that rotate on the signage TV’s can now be found on the Sharepoint site if you need to access information for yourself or a veteran. Please go to: https://moss.boise.med.va.gov/BVAMC_Patient%20Communications%20TV/Forms/Thumbnails.aspx
Since 2001, more Americans have died by suicide than in combat in Iraq and Afghanistan: one every 80 minutes. Each month, the Veterans Crisis Line gets 22,000 calls from veterans of all conflicts contemplating suicide due to lingering psychological wounds and the challenges of civilian life.

This documentary reveals the traumas our veterans face, witnessed by the hotline’s trained responders, who provide around the clock support in hopes of saving lives.

SEPTEMBER 11, 2019
1:00 - 4:00 PM

CRISIS HOTLINE: VETERANS PRESS 1
HBO DOCUMENTARY FILMS

1:00PM - Working w/ Suicidal Vets
2:30PM - Movie ‘Crisis Hotline’

For more information call (208) 919-5067

Boise VA Medical Center
LRC, Bldg. 29
500 W. Fort Street
Boise, ID 83702
2019 LEAD GRADUATION
Tuesday, August 20th
The following individuals received their LEAD Program completion certificates:

- Briana Budell  Lead Telehealth Clinical Technician
- Ashton Daly                   Registered Nurse, 2 M/S
- Karen Deschene Medical Support Assistant, Health Administration Service
- Jamie Dunn  Medical Instrument Technician, Vascular
- Angela Enlow  Staff Psychologist, PTSD Clinical Treatment Team
- Heather Gula Medical Support Assistant, Health Administration Service
- Mary Kozlowski Lead Medical Support Assistant, HAS
- Robert Mather Human Resources Specialist, Info Systems
- Rory O’Connor Physician’s Assistant, Primary Care
- Felicia Price Management and Program Analyst, VERA Coordinator
- Chris Reeder Registered Nurse, TRC Manager
- Deborah Reinhart Administrative Officer, Supply Chain Management
- Imelda Remillard Advanced Medical Support Assistant, HAS
- Kalie Sandercock Registered Nurse, Specialty Clinic Charge Nurse
- Taylor Shaffer Lead Inpatient Pharmacy Technician

As part of the ceremony, each of the participants were given the opportunity to speak about lessons learned, their take-aways from the program, and the new knowledge that they will use in their current jobs as they prepare for more responsibilities within the facility.

For the past eight months, these individuals have also had the opportunity to apply Lean process improvement principles while working on class projects. These projects are chosen by senior leadership and are expected to have real impact on how we care for our Veterans. This year the projects include:

- Eye Clinic Flow;
- Patient Diversion due to telemetry monitoring;
- Medical Records Process, flow and layout;
- Music in Patient Waiting Areas.

Each project team has completed a formal presentation of their findings and proposals to the Tetrad and Medical Center leadership for further consideration.

We’d also like to offer a special “thank you” to the following individuals that served as mentors for the LEAD program participants this year. Mentors are a
critical component to the success of the LEAD program. Thank you Mentors!

From January through July, the LEAD classes met every other Wednesday for a full day of leadership development course work. Topics included:

- Leadership Fundamentals
- Project Management
- Time Management
- Servant Leadership
- System Redesign
- Effective Communication
- Work-Life Balance
- Mediation
- Space Allocations
- Performance Measures
- Diversity
- Workforce Succession Planning
- Veteran Demographics
- Fiscal and Federal Budgeting
- Human Resources employee management

Classroom instructors included BVAMC leaders and staff with expertise in their fields and outside guest speakers.

To help guide them with career planning, the LEAD participants were also required to develop a Personal Development Plan (PDP). They were encouraged to come up with several 1 year, 5 year, and 10-year goals to help them gain more control over their career paths and their personal development goals.

Congratulations to this year’s LEAD graduates!

The next LEAD course will begin in January 2020, with the application process starting August 26, 2019. For more information please visit the LEAD program SharePoint site on the Education home page (Home - Education) or you can contact Donna Grant at extension 7378 or by e-mail Donna.Grant@va.gov. Also, consider contacting any of the LEAD graduates for their views on the program.
PARTY TIME!

JOIN US FOR THE EMPLOYEE & VOLUNTEER

SUMMER PARTY

SEPTEMBER 12th
11AM to 1PM
Boise VA Parade Grounds

Free BBQ Food & Drinks (Burgers, Vegetarian, Hot Dogs, Pulled Pork)
Fun Activities: Dunk Tank, Plank Off, and Hula Contest
Musical Performances by Tower 9

JOIN US FOR THE EMPLOYEE & VOLUNTEER

Caldwell SUMMER PARTY

SEPTEMBER 5th
11AM to 12:30PM
Caldwell CBOC Parking Lot

Free BBQ Food & Drinks (Burgers, Vegetarian and Hot Dogs)
MILITARY & VETERANS APPRECIATION FAIR

FREE TO ATTEND • FAMILY FRIENDLY • ACTIVITIES/GAMES FOR KIDS • FREE FOOD/DRINKS • FREE MUSICAL ENTERTAINMENT • GOV. BENEFITS/HEALTH RESOURCES • VETERAN/MILITARY ORGANIZATION INFO BOOTHs • RECREATION/ACTIVITY INFO BOOTHs • CAR & MOTORCYCLE SHOW • WRESTLE CLUB SHOW

SEPTEMBER 14th ★ 11AM to 2PM

BOISE VA MEDICAL CENTER
500 W. FORT STREET, BOISE, ID 83702

To sign up, volunteer, or need info call (208) 422-1178, or email boisevamaf@gmail.com

APPRECIATION FAIR
HOMELESS VETERANS
STAND DOWN

April 27, 2019
8am to 2pm

You fought for us - Let us fight for you

PROOF OF VETERAN REQUIRED
MEDICAL SCREENINGS, HAIRCUTS,
FOOD, SURPLUS GEAR & MUCH MORE!!

Veterans Memorial Hall - 1101 Cleveland Blvd. Caldwell, ID 83605

HOMELESS STAND DOWN
Big thanks to the Holy Apostle Quilting League for their donation of hand-made quilts for veterans that use the Radiology Department at the Boise VA Medical Center.

While supplies lasted, cold patients were given a quilt to keep warm and take home with them.

The quilt above was donated to the Radiology Department to be on display.