

The BOISE



December 2020

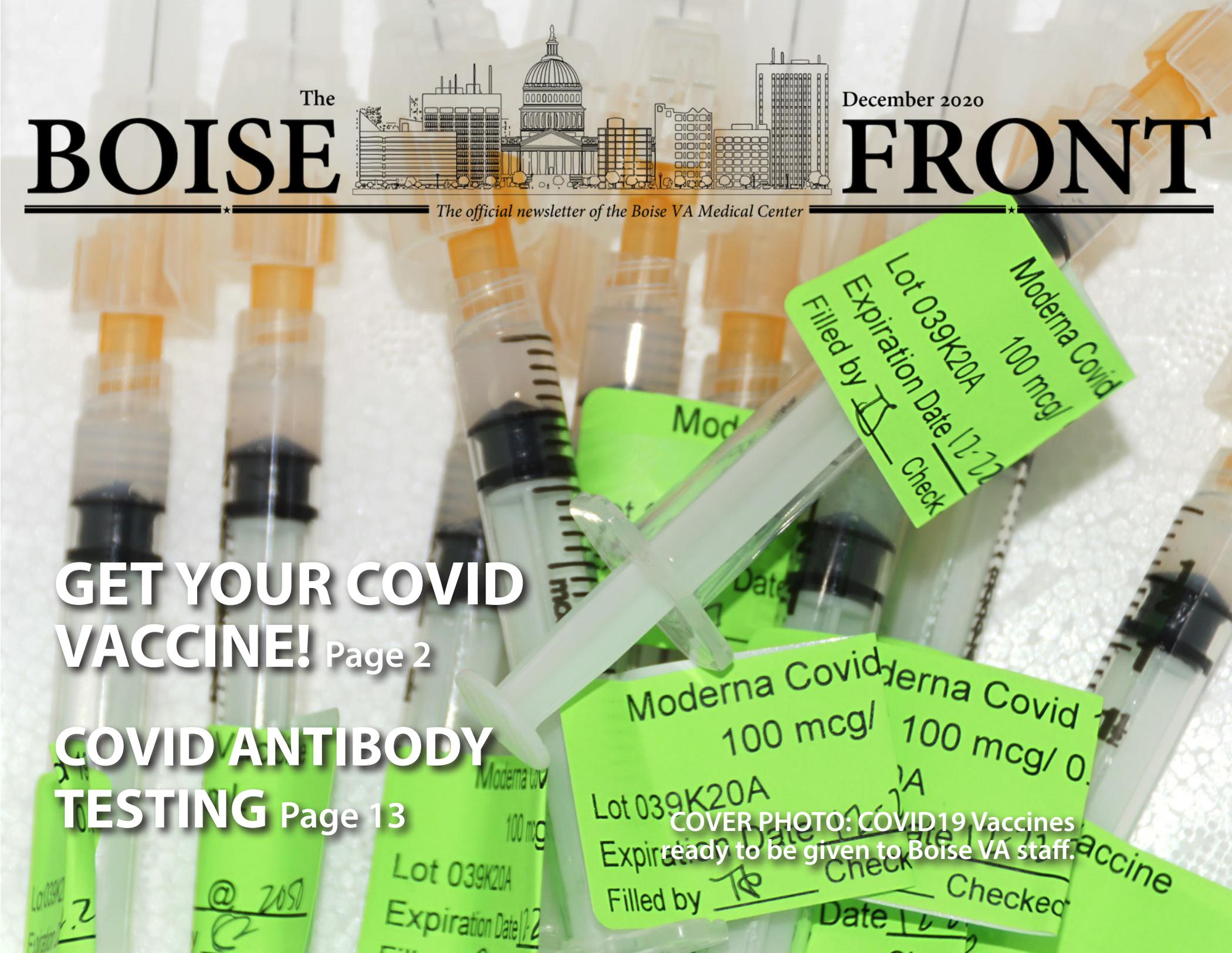
FRONT

The official newsletter of the Boise VA Medical Center

**GET YOUR COVID
VACCINE!** Page 2

**COVID ANTIBODY
TESTING** Page 13

COVER PHOTO: COVID19 Vaccines ready to be given to Boise VA staff.



COVID19 Vaccines Have Arrived!

Please feel free to schedule your appointment for the COVID Vaccine!

For clarification, here are the people that are allowed to schedule at this time:

1. Title 5 and title 38 hybrid employees;
2. Title 38 employees;
3. Students and trainees on VHA payroll;
4. Students and trainees not on VHA payroll;
5. Without compensation employees;
6. VA contractors working under VHA supervisors;
7. Contractors working on VHA grounds under outside supervisors;
8. Fee basis employees;
9. Locum tenens; and
10. Volunteers

To schedule:

Either call extension 1499 or use the following link to self-schedule: <https://outlook.office365.com/owa/calendar/BoiseVAMC@DVAGO.V.onmicrosoft.com/bookings/>. You will choose a date and time, and enter your name and e-mail address. A va.gov e-mail address is required.

We have also streamlined our vaccine process in order to be able to open up more appointments every day (GO VACCINATORS!!) If you would like to reschedule to take advantage of an earlier time, please click the "Reschedule Appointment" link in your confirmation e-mail, and choose a new time and date. Please sign up for a time as soon as possible so that we can determine our available spots and begin opening to veterans!

For more information about the vaccine, please see the Boise VAMC COVID Vaccine SharePoint Site, and either join our Office Hours (11am on Monday and Tuesday) or Town Hall (10am on Wednesday).



COVID19 Vaccines Cont.

A few reminders about scheduling appointments:

- The Moderna vaccine available at the Boise VAMC requires 2 injections, 28 days apart. Employees will schedule their 2nd injection immediately following their first injection, during their 15-minute observation period.
- The vaccine WILL CAUSE SIDE EFFECTS. The first vaccine has not been causing too many side effects for most employees, but the second vaccine (in 28 days) will likely have more side effects. We encourage employees to work with their units when scheduling in order to have appropriate staffing in the event of side effects that last longer than 12 hours.
- Please DO NOT SCHEDULE an appointment if you have a history of anaphylaxis to vaccinations (note: this vaccine does not contain eggs).
- The vaccine clinic is in Bldg 88 (Old CLC), Room 132. This is the only location at this time. We are working on a plan to roll out to CBOCs as soon as we have transport capabilities.

Thank you,
Lindsay Kaster & Jeanette McMillan Berry



LEFT: Head of ER, Dr. Jeff Dingman was the first BVAMC employee to receive a COVID19 vaccine. TOP RIGHT: Infection Control Coordinator Micki Gillis receives her COVID vaccine, as well as Infectious Disease Physician, Dr. Nicholas Vietri BOTTOM RIGHT



Karen Bermensolo, RN, entered a locked medication cabinet in a patient's room to retrieve a scheduled dose of Metformin (typically prescribed to treat diabetes). Karen read the labeled medications in the patient's cabinet to find the Metformin and discovered a medication packet labeled "Methadone HCL" (controlled substance), in place of the Metformin. Karen immediately notified charge nurse and the Methadone was wasted upon discovery. Karen's attention to detail and following the 5 Rights of Medication Administration prevented a patient from receiving the wrong look-alike/sound-alike medication.



After 11 years serving as the lead of the suicide prevention program at the Boise VA, Mary Pierce, LCSW has transferred into a new position within the Behavioral Health department. We sincerely thank Mary for all her hard work and dedication to the suicide prevention program for so many years.

We are excited to announce Tiffany Foley, LCSW has been selected as the new Suicide Prevention Program Coordinator. Tiffany brings many years of experience to her new position and we are confident she is going to do an excellent job leading this critically important program for our facility.

Please contact Tiffany (x7504) or Todd Stevens (x7077) with any Suicide Prevention Program related matters. And be sure to congratulate Mary and Tiffany on their new positions!

PRINT SHOP STEP-BY-STEP GUIDE TO PRINTING

Print shop requests:

In Appman click on Office then click on Print Shop



Print Shop LEAF will open, Click on New Request.



Step 1 is your service and priority; Normal would be a potential one week turn-around time. Expedited will show as an (Emergency) on the request. You will need to contact the printshop at extension (1020) to notify them of (Emergency) requests.

Step 1 - General Information

Contact Info

Randy Reeder

208-422-1000 ext 7356

Service

Select an Option

Priority

Normal

Title of Request

Please enter keywords to describe this request.

PRINT SHOP CONT.

Make note of Step 2:

Xerox copiers should automatically order toner when a toner bottle color gets down to 10%. If you do not receive a replacement toner you can contact the print shop at extension 1020 to see if they have an extra bottle. Xerox toner can also be ordered by calling 1-877-590-0396 and you will be asked for your copiers serial number. The phone and serial number are located on the sticker located on the document feeder.

Business Card Order: This will take you to the form needed to complete this order. Please fill out form and attach it back to the request. Business cards only get distributed in groups of 50.

Step 2 - Select type of request

- PRINT SHOP ORDER
- XEROX SUPPLY REQUEST
- BUSINESS CARD ORDER



In order to be fiscally responsible, we have added the following calculator so you will be able to see how much the job you are requesting would cost at the government rate at Kinkos.

Multiply the amount of copies you need by the cost of color vs. black and white print jobs.

For example, **color copies**: 5 copies with 10 pages per copy would be $5 \times 10 \times .20 \text{ cents per copy} = \10.00 .

For example, **black and white copies**: 5 copies with 10 pages per copy would be $5 \times 10 \times .02 \text{ cents per copy} = \1.00 .

NUMBER OF COPIES

* Required

PAGES PER COPY

* Required

REQUEST TYPE AND COST * Required

YOU CALCULATE THE TOTAL COST

(NUMBER OF COPIES x PAGES PER COPY x REQUEST COST)

* Required

\$ (Amount in USD)



Under the **(PICKUP OR DELIVERY)** section is the **(COMMENTS)** section. The **COMMENTS** section is where you want to add things such as; double sided or if it is a Power Point do want one or more slides per page. How would you like multiple pages bound; two- or three-hole punch, spiral bound, stapled; and in which corner or side.

Be as specific as possible on all questions asked. This will help produce a better product for you.

IF YOU HAVE A DOCUMENT FILE ATTACH IT HERE

File Attachment(s)

Select File to attach: Browse...

Maximum attachment size is **20MB**.

PRINT SHOP CONT.

Attach files if you have them. Please do not assume the printshop has them on file.

The printshop can print requested jobs in all Microsoft Office program formats. Sending your file in PDF format is preferred however the printshop is able to convert them to a PDF format if needed to print the requested job. Please proof your files before sending them to be printed.

After your review please click on the "Submit Print shop order" button.

Please review your request before submitting

Submit Print shop order

test Service **ZZADMIN TESTING**
Initiated by **Randy Reeder**

PRINT SHOP ORDER

1 PRINT SHOP ORDER INSTRUCTIONS: 1. Fill out the fields below then click on the "Next Question" button. Review your request, then click on the "Submit" button. 2. If requesting flyers/posters that are to be posted/out up in the facility, please ensure that they are first approved by the sign committee. 3. If submitting request for a presentation poster, please ensure that the attached form has been completed and approved by the privacy officer. 4. For all patient handouts/brochures please contact patient education first. 5. For questions please contact: Health (x7356) or Brian(x4417)

DATE NEEDED BY	REQUESTING SERVICE	NUMBER OF COPIES	PAGES PER COPY	REQUEST TYPE AND COST	YOU CALCULATE THE TOTAL COST (NUMBER OF COPIES x PAGES PER COPY x REQUEST COST)
Wednesday, March 4, 2020	MEDICAL ADMINISTRATION	5	10	COLOR \$0.20 PER PAGE	\$10.00

TELEPHONE EXTENSION (How can we contact you if we have questions?)	TITLE/OVERPRINT NUMBER	FINISHED SIZE	PAPER (WEIGHT, TYPE, COLOR)	PICKUP OR DELIVERY? IF YOU CHOOSE DELIVERY, TELL US WHERE IN THE COMMENTS SECTION.	COMMENTS IF YOU HAVE A DOCUMENT FILE ATTACH IT HERE
7356				PICK-UP AT THE PRINT SHOP	No files attached.

Hello's



Goodbye's

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

**Daniel Cuncell
Aaron Duncan
Andrea Meyer
Steve Gorski
Tiffany Gold
Karen Vest
Jeanine Knight
Francos Boguslawski
Shane Tarum**

**Irina Hristov
Amy Wooley
Tyler Evans
Larry Brister
Cindy Riggen
Michelle Lee
Kristine Hunt
Marilyn Brooks**

Hello's



Goodbye's

The Boise VAMC would like to say goodbye to
the employees who left us:

David Williams

Marcus Harris

Tom Wenzel

Kyle Rahn

Kim Takacs

Ben Chon

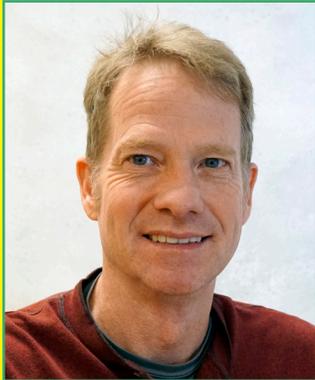
Robin Deleon

Paul Newman

Traci Eckley

Bob Smith

EMPLOYEES OF THE MONTH **DECEMBER**



Mike Rainey

Mike Rainey goes above & beyond on a regular basis, and I and other team members on the Silver team would like to support the recognition of his hard work, integrity and commitment. On a regular basis, Mike combines respect and support for his colleagues on Silver team with fun and lightheartedness, which has been all too helpful during the stress and constantly changing environment of the COVID pandemic. He is consistently helpful in scheduling (and rescheduling) patients, providing a welcoming and helpful reception for patients in person and over the phone, trying new scheduling processes and helping to troubleshoot issues in a manner of priority and approach that fits the timing and need. He also adds a level of patient management which is particularly important. Besides “doing his job” of getting new and established vets in for timely and appropriate care, he uses his understanding of their situation to pro actively address potential problems. One excellent recent example of this was a new patient that was assigned to a provider; the patient previously had a behavioral flag and had been escorted by the police from clinic due to an outburst the patient had. When Mike saw that this patient had re-established on the Silver team and had arrived for a face to face appointment for physical exam of new symptoms, he walked out, sat down with the patient and had a conversation to clear the air & let the patient know that while poor behavior as had been exhibited in the past wouldn’t be tolerated, Mike was there to help facilitate care for him today in case he became frustrated. The patient expressed thanks and understanding, and his visit with the new PCP went quite smoothly (Mike made sure to check with the new PCP following the visit, as well). What Mike didn’t know is that the patient had suffered a TBI & had previous problems with emotional regulation and anger management following this. Mike’s honest and respectful efforts to make sure patients were getting the care they needed while supporting his team.

Blue team had a COVID outbreak and all staff had to quarantine. We had several providers who had never worked remotely and are not the most IT savvy. Mr. Litke was very responsive and helpful in getting those providers up and running, including coordinating with Primary care leadership when information, or approvals were needed.



James Litke

WE NEEDED
you

for COVID Anti-body testing!

The facility began SARS-CoV-2 antibody testing on a limited basis a few weeks ago. This test can help the facility be aware of incidence of COVID-19 particularly in those who might have been asymptomatic. This test can indicate prior COVID-19 infection, but it has some limitations that should be kept in mind. This test is typically positive within 1-3 weeks after COVID-19 infection, but antibodies can decrease over time and this test may become negative again even if you have had COVID-19. We also do not know that the presence of these antibodies is proof of immunity to future COVID-19 infection. Thus, one should not assume that a positive antibody test proves your immunity, nor should one assume that a negative antibody test proves you've never had COVID-19.

Despite these limitations, there is value in assessing the antibody status of our staff. We are asking volunteers who are interested to request an antibody test (a blood draw). At the same time, it is also possible to obtain PCR testing (now a saliva test) that can be indicative of current infection and helpful in interpreting the results of a positive antibody test. Thus, volunteers can also specify their interest in obtaining a saliva test at the same time. To minimize the testing burden, medical center teams that can collect their own samples (e.g. units capable of phlebotomy and obtaining saliva samples) are asked to do so. If you are uncertain if your unit can obtain the labs, please refer to the attached contact list. Staff who don't work in an area that can obtain its own samples will have the option to have the samples collected for them.

To begin the process, staff can submit a request at the link below and follow the link for instructions if it is not clear. Please note both antibody and PCR testing may be subject to availability. Due to limited supply, we are, for now, encouraging only one time testing for staff. Staff will receive an email when their test is ordered, and they can proceed to test collection. For staff who will need the lab to obtain their specimens, there may be a delay between your request and when the test can be collected to ensure we are not overwhelming lab resources.

Results will typically be emailed encrypted to your VA email within 24-48hrs after all of your tests have resulted (Note: PCR may take several days to run). Employees who test positive for PCR (indication of current infection) will also be contacted by infection control in the fashion that has been used



for other positive tests. Please note, if you have symptoms of COVID-19, DO NOT use this method for testing. If symptomatic, you should present to the building 54 testing area as is the policy for all symptomatic individuals. Thank you all for your interest and participation.

Test Request Link:

https://leaf.va.gov/VISN20/531/project_tracking/

Instructions For Requesting Test:

<https://dvagov.sharepoint.com/sites/VHABOI/SitePages/Leaf-Tutorial-for-COVID-Antibody-Testing.aspx>

Jeffrey Longnion MD

Anesthesiologist / Pain Physician

PANIC ALARM INFO

Police Services has a keyboard Panic Duress notification system (Lynx) that is attached to computers on the main Campus. Police Service is in process of outfitting the remaining portion of the campus with the needed software. Users (employees) do not need to request anything. Police Service will be doing everything behind the scenes for the employees who currently do not have this feature on their computer. When an employee pushes **F9 and F11** at the same time during an emergency, Lynx broadcasts information including the building number, room number and other information over Police Services radios.

At the start of the month Lynx is set up to send out an automated test to every computer that's been outfitted with the software. The test is very important, it ensures that the computer is online it verifies the location. The location is critical (step four), this ensures that Police Service arrives at the correct location. When an employee logs into their machine during the first week of the month they will get this notification at a random time. Four sequence of events need to happen when the monthly test is initiated. **Its noted that unless all steps are completed this test will not be recorded.**

FAQ section:

- a) *Will doing the test result in a Police response?* **No, if the test is completed within the test window of 30 seconds.**
- b) *What if I start my test, get distracted and fail to do the test within the allotted 30 seconds?* **Do not complete the test. A new test will be initiated at a later time/date.**
- c) *What if I'm working teleworking, do I complete the test?* **Yes, please ensure that the campus work location is correct. Building number, room number, short description (Blue Team, Oncology, OIT Etc.)**
- d) *What if I did not get the monthly prompt to test my workstation, is there another way to complete the test.* **Yes, please call 422-1122 and ask to complete a test, officers will not respond to tests. Also email scott.pfister@va.gov with your computer EE Number, building number and room number.**
- e) *Who can I contact with questions?* **Please email scott.pfister@va.gov and CC jeffery.middlemas@va.gov**

1) Staff needs to select "Test now"



A test of your LynxClient software is required.

Your Lynx duress alarms will be disabled during the test.
Contact your facility's Lynx administrator for any test related issues.

Test now

Remind me again in 3 hours

2) Staff will see this, they need to select "Next" and follow the prompts to complete the test. Staff will be give 30 seconds to complete the test of F9/F11.

LynxCliet Testing Wizard

Test Keyboard Alarms
... F9 + F11
Verify Location
Finish

Press both indicated keys at the same time.
Then immediately release them.



F9 + F11

00:25

Next →

3) A test notification will appear on the bottom right corner of the screen.

Test alarm trigger detected.

4) Final step is to verify that the location is correct. If the location is not correct the user is then prompted to update that information. One of the two options listed below needs to be selected.

LynxClient Testing Wizard

Test Keyboard Alarms
... F9 + F11
Verify Location
Finish

Verify the location of this computer

The accuracy of this information is CRITICAL for emergency response.

Is the location information displayed below correct?

Building Sixty Seven, Police Office

No, this location is incorrect. Yes, this location is correct.

BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

December | National Safety Poster

Theme of the Month: Clear Communications

Clear Communications Result
in Improved Patient Care

Clear Communications Improve Care in the Beckley VAMC Electrocautery Unit

Context: Staff members at West Virginia's Beckley VAMC raised a concern during an Electrocautery Unit in-service training. They questioned why the humidity level was not monitored during surgical cases requiring electrocautery equipment.

Action: At the daily Safety Huddle, Reusable Medical Equipment Coordinator Kevin Shumaker and Registered Nurses Beverly Lambert, Jennifer Connor and Jacqueline Kiddle noted that the risk of fire increases when humidity falls below a safe level. The biomedical unit validated that neither temperature nor humidity monitoring occurred in the procedure rooms when electrocautery machines were used. Through research, the team confirmed the danger of failing to monitor these conditions.

Result: The team submitted a request through the Light Electronic Action Framework for TempTrak – an environmental information monitoring system that tracks temperature and humidity – to begin monitoring these conditions. Due to the team's willingness to speak up and ability to clearly communicate the issue, electrocautery machines are now safely used and the risk of accidental fire is minimal.



“ Clear communications
allowed the team to
improve safety for our
Veterans and staff. ”

*Beverly Lambert, RN
Beckley VAMC*

*Top: Beverly Lambert, RN, Beckley VAMC
Left: Jennifer Connor, RN, Beckley VAMC
Right: Jacqueline Kiddle, RN, Beckley VAMC*

VHA'S JOURNEY TO
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RELIABILITY**

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VA



U.S. Department
of Veterans Affairs

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



VA | Boise VA
Medical Center



ELECTRONIC HEALTH RECORD
MODERNIZATION

Boise VA Medical Center



Our Commitment

The Boise VA Medical Center leadership is committed to implementing a safe, modern electronic health record so we can deliver more efficient, effective and higher quality care to our veterans. To do this, we will support our medical center staff by providing the necessary resources, training opportunities, clear communication and time needed to make this transition a success.



“The Boise VA Medical Center is excited to be a part of this monumental project to improve how VA delivers care to veterans in the 21st century.”



David Wood

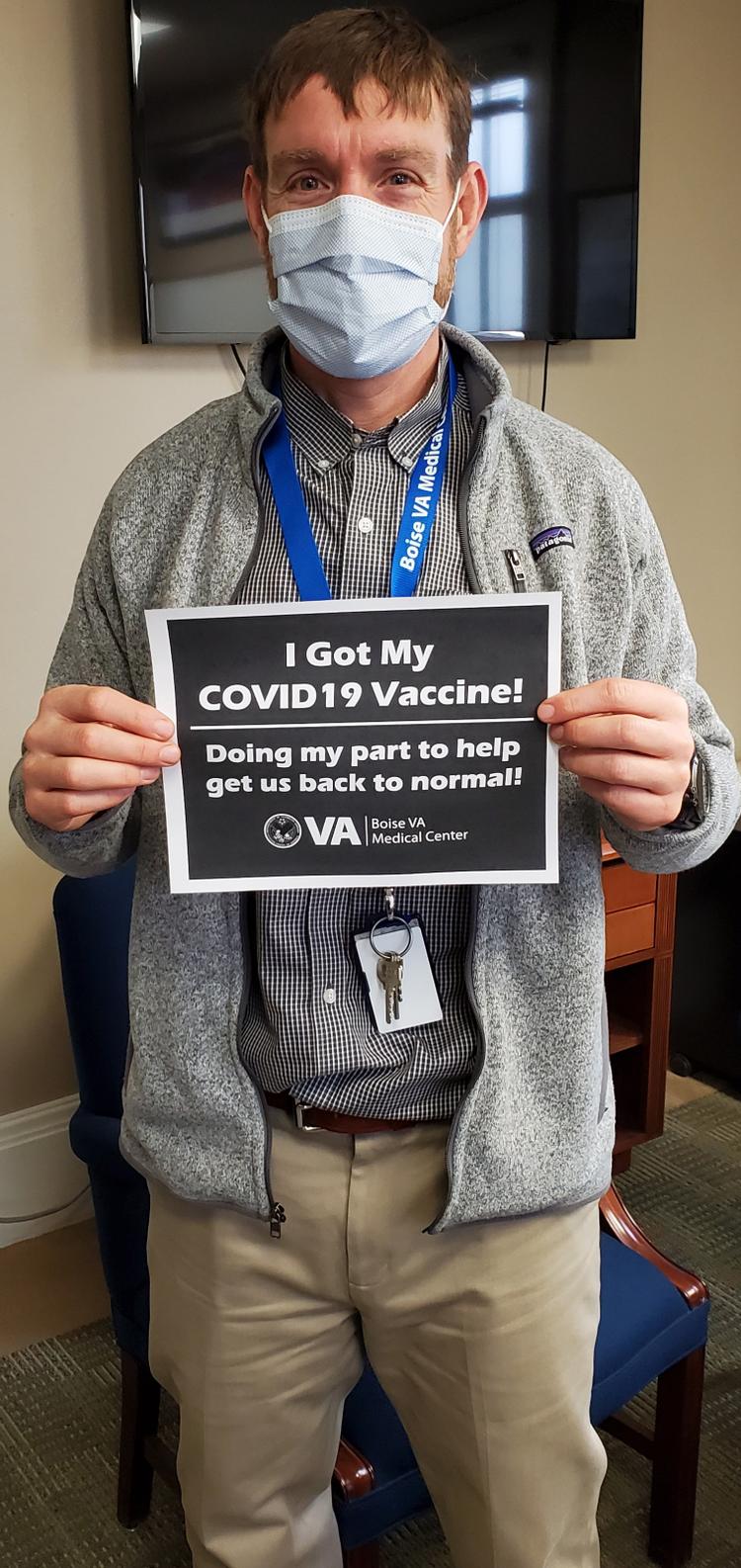
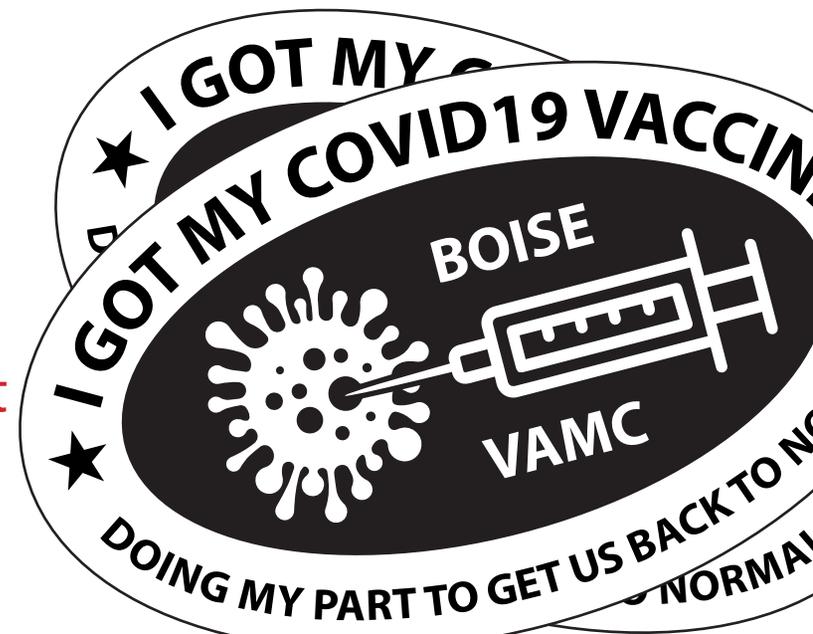
- David Wood, Boise VA Director

Got Your Vaccine Yet?

Help us promote the importance of getting the COVID19 vaccine by sending us a photo of you wearing your 'I Got the Vaccine' sticker, or holding one of the signs like our Chief of Staff, Dr. Wilper is in the photo (left).

Please email your photo to Public Affairs Officer, Josh Callihan at joshua.callihan@va.gov

We will use your photos in future social media posts and Boise Front articles!



I Got My COVID 19 Vaccine!

**Doing my part to help
get us back to normal!**



VA

Boise VA
Medical Center

I Got My COVID19 Vaccine!

**Doing my part to help
get us back to normal!**



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