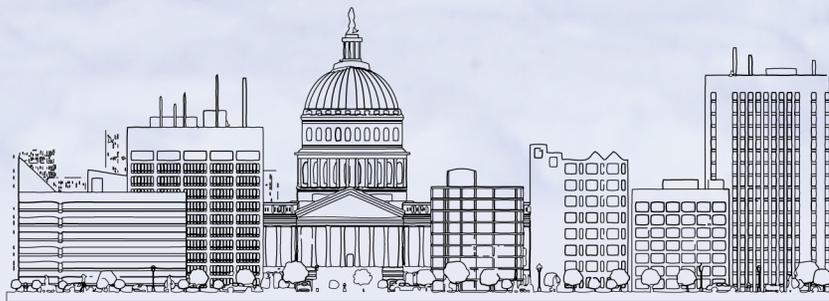




The
BOISE

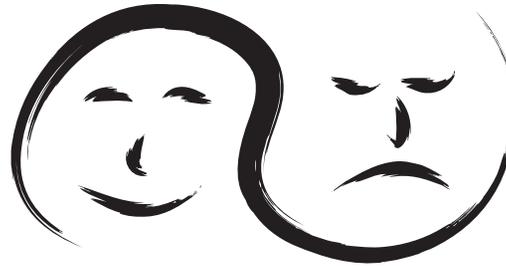


February 2019

FRONT

The official newsletter of the Boise VA Medical Center

Hello's



Goodbye's

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

Jennifer Anderson, MSO
Rachel Armeson, Nursing
Liana Arredondo, VCS
Floyd Bea, Nursing
Kevin Betts, HAS
Adrian Booker, R&DS
Charles Brioschi, Surgery
Valerie Brunner, Nursing
Corey Chiaramonte, FMS
Michael Crawford, Pharmacy
Misou Deweese, Education
Zachary James, SPS
Andrea Knight, Nursing

Winston Leonard, FMS
Paul Leveto, P&SS
Mark Mason, FMS
Christopher McCormick, FMS
Sengphet Phothisane, Pharmacy
Carly Purchase, Nursing
Joseph Stover, Surgery
Iyorliam Tardzer, HRMS
Madison Thomas, PALMS
Alyssa Upton, PALMS
Regina Vahlberg, Nursing
Shannon Weimer, Nursing

Hello's



Goodbye's

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

Ramon Cales-Galarza, HAS
Arlee Tamietti, Nursing
Carol Gregory, HAS
Frank Hennis, C. C.
Mary Anne Brown, Nursing

William Bowens, HAS
Beverly H. Shimmin, HAS
Melanie A .Nash, MSO
Janet Willis, MSO

EMPLOYEES OF THE MONTH FEBRUARY



Michelle Groves

I wanted to give Michelle (Micki Rae) a shout out. She has been extremely helpful and great to work with. I'm incredibly thankful she stepped up and helped inpatient ordering supplies. Especially during the roll out of cath lab. Michelle really has handled everything and maintained a good attitude and patience with our crew. (From Inpatient Pharmacist) You're doing a fantastic job! I really appreciate just the peace of mind of knowing that the drugs will be here when the patients need them. (From Oncology Pharmacist)

Another patient care issue that she has gone above and beyond:

Patient has a prosthetic and requires a special glue. The vendor needed to be vendorized for our facility. Michelle did the work necessary to get access to the vendor. It took many calls on her part since the vendor wasn't the easiest to contact. Once that was done she was able to order this product. There have been several bumps in the road to get the product. But what I wanted you to know specifically is that I asked Michelle weekly what the status of the product was. She NEVER had to follow up with me later to let me know what was going on with the product as she herself had already followed up with the vendor or logistics. She knew exactly what I was talking about and never made me feel like I was pestering her (which I was).



Kelly Leonard

I would like to nominate Kelly Leonard for her wonderful, compassionate care she gives to our Veterans. Kelly gives 100% of herself every day. She is the one member of our (small but fantastic) work group that can fill in for every nurse position in our department. When another staff member is away or sick, Kelly steps into that role with a smile and never a complaint. She shows great compassion for our oncology patients, on the phone or in person, it doesn't matter. She is kind, considerate and informative, spending whatever time the patient needs to fully understand the issue. If there is a mistake made, she owns it, even if it was not her mistake...she just wants to help make it better. If I was going to have a nurse taking care of me - I would want that nurse to be Kelly Leonard.



Jamie Marker

Jamie Marker is an exceptional Ward Clerk for 2M/S. Jamie is the epitome of ICARE. She demonstrates commitment to both the facility and the veterans by consistently going above and beyond to assist veterans, family members of veterans, and her colleagues. During this period with construction occurring below our unit, she has been exceptionally amenable to taking the time to assist veterans when they are lost. Jamie incorporates respect in her daily work by ALWAYS welcoming patients and employees with a smile despite the busy workload in front of her. She has an excellent rapport with her colleagues to include nurses and CNAs. Jamie integrates excellence and integrity in her work by maintaining professionalism and representing 2M/S in a positive way as previously described and by always trying to inform the Charge Nurse if she is going to step away from her desk, which ensures other staff members will listen for the phone or visitors in her absence. She is very efficient in admitting patients and preparing discharge paperwork to facilitate timely movement of patients in and out of the unit. Jamie displays advocacy for veterans by collaborating with her peers and other disciplines on unit improvement ideas. For example, Jamie is aware of our veterans that are on the unit for extended periods of time without their own belongings. On her own accord, she brought in boxes of books for their use while in the hospital. Jamie also collaborates with the volunteer office to obtain various games and projects for these veterans in need. Jamie's heart is in her job, the population we serve at the Boise VAMC, and has a positive impact on those around her. She is top-notch in my book and 2M/S truly appreciates her dedication and support!

SUPERVISOR OF THE QUARTER **FY19Q1**



Lessie Schoenfelder

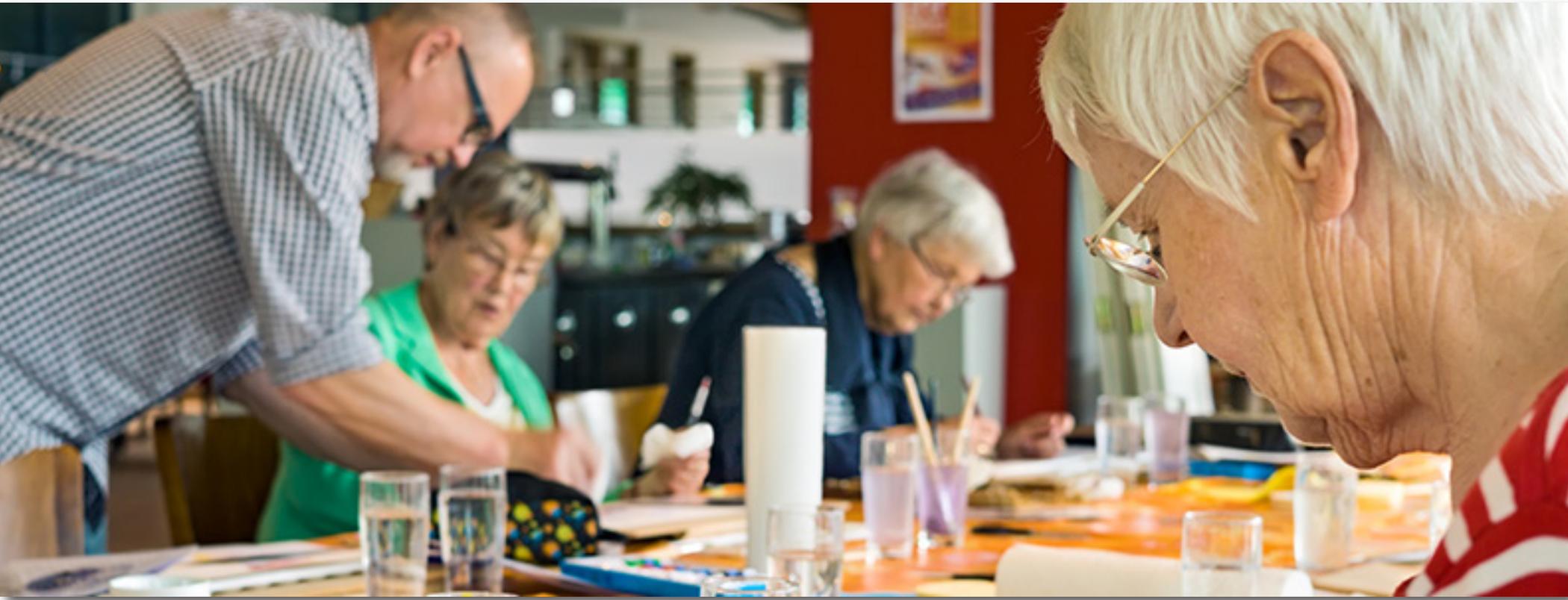
Ms. Schoenfelder was detailed to acting SPS supervisor 9/26/18, just a few months prior to the JC survey, December 3-7, 2018. In that brief period of time, she oversaw the overhaul of the unit including assuring that in excess of 300 SOP's were reviewed, revised, or exceeded, oversaw the completion of critical core and scope competencies, implemented a process for additional competency completions, corrected a variety of employee HR related issues, collaborated with VISN, Portland and Puget Sound SPS experts to assure that necessary technical processes were implemented related to clean areas in SPS, equipment function and equipment logs, and instrument maintenance, supported SPS staff through the transition including hosting SPS week activities as well as providing moral support and TREATS, and led a successful JC inspection with very limited findings. Additionally, Ms. Schoenfelder recognized the need for consistent staff and unit management and delayed her retirement x 2 extra months. She is an incredibly dedicated employee, demonstrating this time and again over the 40+ years she has been employed by the VA and I believe that she should be honored prior to retirement.

UNIT OF THE QUARTER **FY19Q1**



QUALITY

I would like to nominate the following team for coordinating and orchestrating a successful Joint Commission survey in December 2018. The key to success was a well laid out plan that was in place prior to the arrival of The Joint Commission surveyors. Despite two key players being unavailable during most or all of the survey, the survey process and logistics was outstanding. Although there were many other people involved in the survey who also deserve recognition, the following individuals from the Office of Quality & Performance Improvement were key in implementing the logistics of the survey and ensuring it went off without a hitch. Steps in the planning included development of a Rapid Response Plan with the responsibilities for multiple individuals laid out, including the designation of backups; providing education on what the plan entailed; implementing the plan on the morning of the survey; and having the flexibility to adjust as needed to meet the needs each day of the four-day survey. The lead organizer was Jessica O'Connor and I would like to acknowledge her and the following additional team members for their professionalism, attention to detail, and perseverance in ensuring a successful survey.



February is National Recreation Therapy Month
Congrats to our Recreation Therapy Team:

Kelly Odell

Dustin Alger

Emily Malinowski



Know the Security Risks of “SOCIAL ENGINEERING”

Beware the Wolf in Sheep's Clothing



Security breaches can occur when clever perpetrators use sneaky tactics. Look out for:

IMPERSONATION AND BAITING— Strangers with a bullying, authoritative, or urgent style who seek private or restricted information, possibly baiting with questions.

PIGGYBACKING OR TAILGATING— Someone who slips into a secure area or building with or behind you.

SHOULDER SURFING—Those who watch what you type, look at your

screen through a window or doorway, or listen to your conversations.

SURVEYS—Beware of all forms of surveys, which may be designed to gather information for harmful purposes.

DUMPSTER DIVING—Perpetrators will dig through trash for information. Destroy sensitive documents when no longer needed.

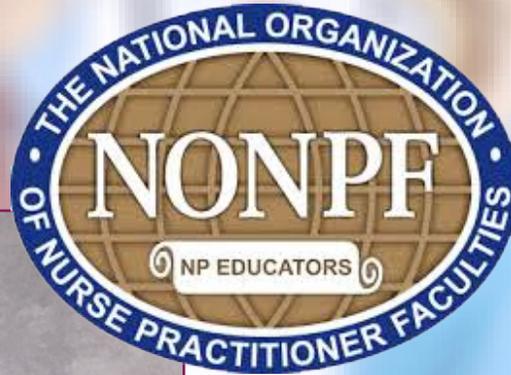


Matt Biggs Bldg 67 Rm G31

NAME OF ISSO

x1560 (w); (208)246-9652 (c)

PHONE



The National Organization of Nurse Practitioner Faculties has named the winner of their preceptor Gold Star award and it is our own Donna Lowther! She has demonstrated advancement of quality NP education through exceptional service as a preceptor. She has shown attributes of leadership skills, teaching ability, caring for students, articulate communication, and is a positive role model. She will be honored at an Awards Luncheon during the 45th Annual Conference April 4-7 in Atlanta, Georgia. Congrats, Donna! This is well-deserved. Thank you for precepting our future NP's!

2019 LEAD Program Projects

Idea submitted by	SME/Project Owner/Leader	Project Mentor	LEAD Project Team Members
Patient Diversion/ Telemetry Option			
Brandi Willhite	Ryan Wisecarver	Dennis Bankhead	Rory O'Connor Heather Gula Angela Enlow Debbie Reinhart
Medical Records Process Flow and Layout			
Bryan Lightfield	Adele Smith	Jan Hyono	Chris Reeder Felicia Price Kalei Sandercock Taylor Shaffer
Eye Clinic Patient Flow			
Julie Thompson	Teresa Johnson	Bonnie Calkins	Karen Deschene Imelda Remillard Rob Mather Mary Kozlowski
Music in the Waiting Rooms			
David Wood Alan Hines	Randy Helland	Sarah Anderson	Jamie Dunn Ashton Daly Bree Budell

The 2019 LEAD class kicked off their projects in January. This year each project team will have an Lean Green Belt facilitator as well as a project owner. And, the Medical Records group will be planning a Rapid Process Improvement Workshop related to their project.



NEW VIST COORDINATOR



Congratulations to Mr. Travis Wilson who has been selected as the new VIST Coordinator for the Boise VAMC. Mr. Wilson bring a wealth of experience from both the military and the VA to this critical position. He will be picking up where Ms. Val Duffy, our outstanding, long-time VIST Coordinator left off and will continue to move this program forward to benefit our visually impaired Veterans.