



The

BOISE



February 2020

FRONT

The official newsletter of the Boise VA Medical Center

CONGRATULATIONS

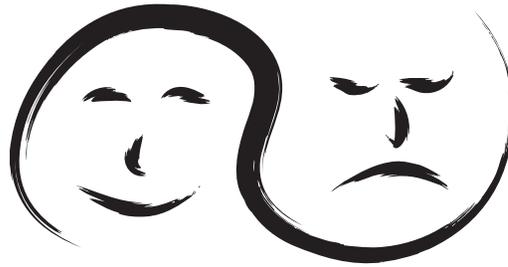


On February 26 two Boise VAMC Patrol Officers were promoted to the rank of Corporal for their outstanding contributions to the Boise VA. Corporal Jeff Middlemas for completing the training, and assisting our Security Officer with Physical Security Duties. And Corporal Paul Leveto who developed the current Field Training Program for new Officers and has been involved as a training officer for new hire officers.

(Above Left: Chief Caffey on left, Corporal Leveto on right)

(Above Right: Chief Caffey on left, Corporal Middlemas on right)

Hello's



Goodbye's

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

Michael Curtis, FMS
Annie Solorio, FMS
Vipul Nanavati, Surgery
Cindy Wardle, HAS
Eric Elliott, Medical
Claudia Bermensolo, Medical
Christopher Fogg/ Nursing
Irina Hristov, P&LM
Janessa Pope, Pharmacy
Dennis Rau, PM&R
Norval Rios, PCS
Letrell James, IRM

Benjamin Von Lindern, MCD
Raylyn Carrillo, FMS
Taylor Ellerd, FMS
Tara Havens, HAS
Amanda Matlock, HAS
Tina Adamson, HRMS
Christina Oney, Nursing
Svetlana Leake, P&LM
Brian Bryant, PCS
Kristie Burch, PCS
Christopher Handlin, PCM
Elena Mayville, Psychology
Elizabeth Stamper, Telehealth

Hello's



Goodbye's

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

Todd Herrera, Police
Christina Ortiz, Nursing
John Grande, Education
Arica Dena, HAS
Barry Cusack, Medical
Mustafa Mberwa, Laboratory
Bonnie Calkins, PALMS
Olga Pargas, Directors

Kerry Pulver, Medical
Tina Burdick, Police
Peter Spagnolo, FMS
Larry Franklin, FMS
Phillip Southern, FMS
Sharon Carswell, Physician
Jeffery Wilkinson, HAS
Larry Buttel, SWS
Ashley Thropp, SWS

EMPLOYEES OF THE MONTH FEBRUARY



Maryanne Sims

Ms. Sims serves with distinction as the Transformation and Recovery Center Nurse Practitioner. Ms. Sims commitment to this role and to the Veterans she proudly serves is truly inspirational. Ms. Sims routinely works well beyond normal duty hours to provide superior and thorough medical care to residential PTSD and RSAT patients with complex medical and psychiatric needs. Ms. Sims methodical approach has repeatedly been instrumental in identifying underlying and previously unidentified medical issues in our Veterans. As noted recently by the BVAMC Infection Control Office, "The TRC is 100% complaint with Infection Control Measures. The TRC (Ms. Sims) has identified previously unknown cases of syphilis, TB exposure, and Hepatitis C, and have good rates of immunization." Ms. Sims unrelenting drive to provide quality, superior care, maintain the highest professional standards, advocate for Veterans under her care, and provide excellent service to our Veterans, epitomizes what it is to be a BVAMC employee of the month and exemplifies the ICARE values of integrity, commitment, advocacy, respect and excellence. The TRC treatment team is honored and appreciative that Ms. Sims is part of our BVAMC team.



Angie Birkle

I would like to nominate Angie Birkle for the employee of the month for many reasons, she is an outstanding Nursing assistant who consistently strives to provide the highest level of care to the veterans she cares for. She ensures they get help with their ADLS if needed, she will not hesitate to help a patient shave or when a patient ask for nail clippers go get them, and then instead of just giving them to the Veteran, she will go the extra mile and clip the patients finger nails or toenails knowing these little things help the veterans truly feel appreciated and cared for. If her day to day work ethic is not enough, where I feel she really meets the credentials for employee of the month is in the way she interacts and cares for some of our most difficult patients. When we have had challenging patients admitted to 2 MS for dementias and aggression, Angie has shown the ability to build a rapport with these patients and has proven to be instrumental in de-escalating and redirecting these patients behaviors. In her holistic approach to her patients she is able to help with the facilitating of their plan of care (i.e. Getting patients to cooperate with nursing staff, or taking them outside when they get restless etc..) When it has come time to transfer these patients to appropriate facilities for continued care she has played a pivotal role in this as well. She has accompanied these patients from the Veterans Hospital to their new facility riding in the transport van beside these Veterans as a source of comfort and familiarity during this transition. At times she will stay for a period at the new facility to help with their transition. She is an advocate in her actions daily for these veterans and shows them the respect and dignity they deserve with her holistic approach to caring for their needs. Angie is an asset to our team her at the V.A and to our Veterans.

EMPLOYEES OF THE MONTH FEBRUARY



Jacob Faulkner

Jake Faulkner embodies all of the ICARE values, but particularly Commitment. Jake is continuously going out of his way to do anything he can to help our Veterans get the care and support they have earned and deserve.

This past holiday season, Jake was one of the main orchestrators for the Veteran Holiday Sponsorship program. Without Jake's leadership and dedication to our Veterans, the program wouldn't have been possible. It is because of his work that so many Veterans and their families received clothing, food/gas cards, toys, household goods, and many other critical items. His efforts truly brightened the holiday season for so many of our Veterans.



Renee Johnson

It is with genuine enthusiasm that I submit Renée Johnson, Systems Redesign and Innovation Coordinator for consideration as Employee of the Month. I have the privilege of working closely with Ms. Johnson and experience daily what a remarkable individual she is.

Renee Johnson approaches each day and every new challenge as an opportunity to improve the performance of our facility and the care we provide to Veterans. Ms. Johnson's breadth of experience and talents are recognized as institutional resources that are used to facilitate problem solving and process improvement. Her upbeat, positive "we can do this" approach is infectious to those around her and help us all perform at our best.

Along with Leadership Commitment and Safety Culture, Continuous Process Improvement is one of the Three Pillars driving our journey to grow as a High Reliability Organization. As a Lean Black Belt, Ms. Johnson is training and mentoring an ever-increasing number of staff as Lean Yellow and Green Belts that then serve as project team members and facilitators across our facility. Her expertise and influence extend beyond the Boise VAMC and she is a sought-after member of VISN20 and VA Central Office System Redesign Committee.

In summary, Renee Johnson is a corner stone member of our Boise VAMC team who is committed to the professional development of our staff with the ultimate goal of improving the care of Veterans. She is richly deserving of the Employee of the Month award.

VOLUNTEER SPOTLIGHT

Kinsey Stansell

1. I am currently not a Veteran. Not yet anyway! I'm off to Army basic training at the end of February. I will be a 35F Intel Analyst, as well as airborne. I'm looking forward to starting my military career!

2. I am 24 and was born and raised here in Idaho. For the past 3.5 years I've been working for a school photography company and I have loved it. My free time lately has consisted of making sure I'm ready for all the different facets of boot camp! But other than that I enjoy reading, being active/outdoors, and spending time with my family.

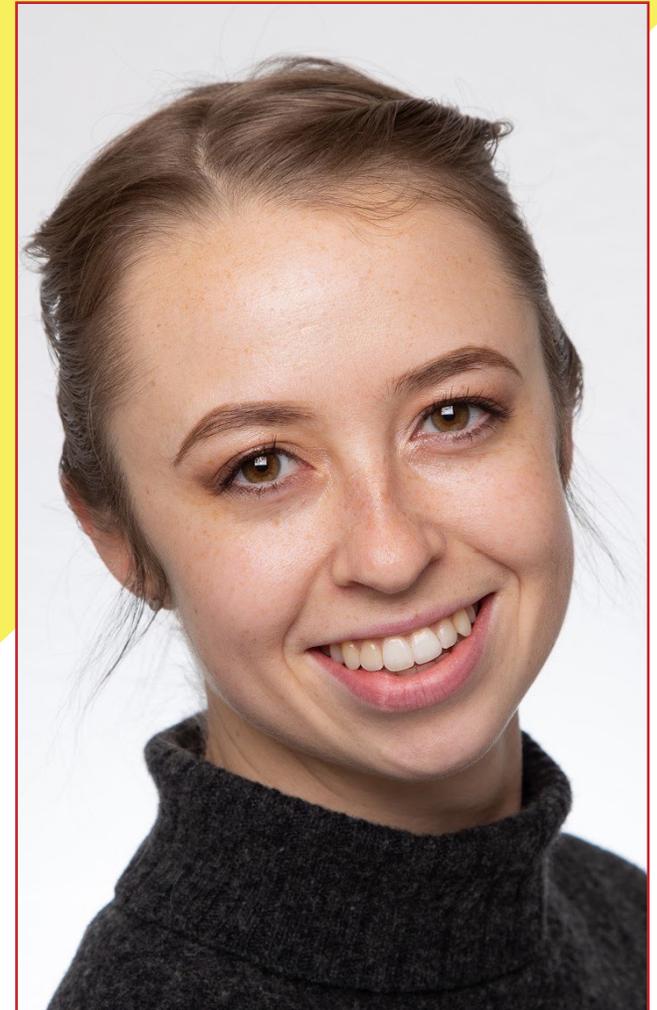
3. I graduated from Boise State winter of 2018 and began considering the options for my future. I had always taken seriously the idea of joining the military so coming to serve the vets at the VA was a good place to start. My mom has worked here since I was young so I was already familiar with the hospital as well as its mission to

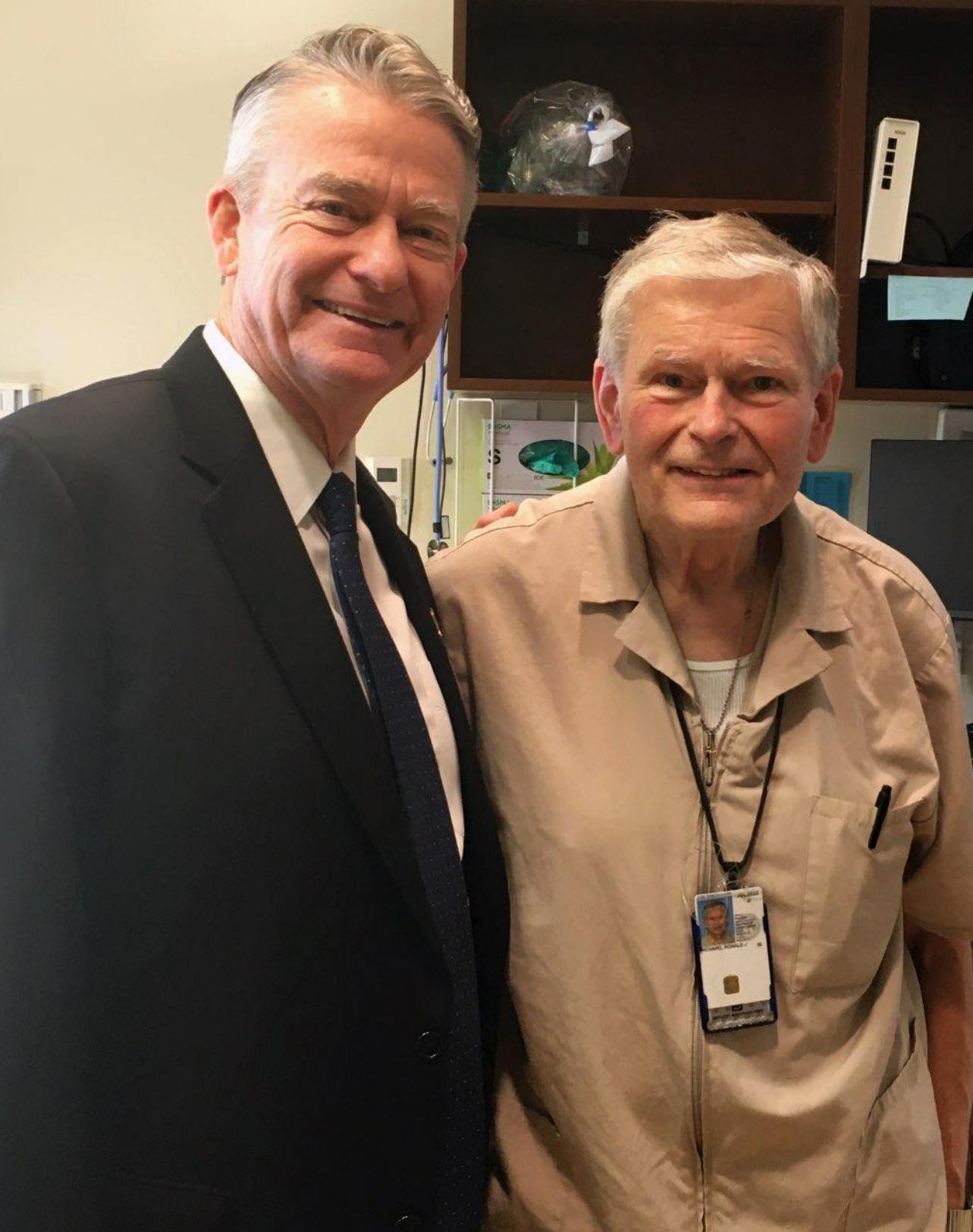
serve those who served.

From April 2019 to February 2020 I have been working with the escort volunteers. Escorting vets and visitors around the hospital is awesome! You get to see and learn the whole hospital, visit with your escortee along the way, and get in a little exercise!

I have loved so many things about my time at the VA. Not only do I get to help brighten people's day, I also get to meet tons of veterans and learn about everyone's different experiences they had, both in the military and in life in general. I also have really loved those I've gotten to volunteer alongside. Thank you Tammy, Jake, and the Monday crew for showing me the ropes and showing me this is such an awesome environment that takes its mission seriously and has fun while doing it.

My time at the VA will always hold a special place in my heart!





Governor Brad Little stopped by the Boise VA on February 13th to visit with veterans and staff. During his visit Gov. Little took a photo with James Richard, a housekeeper on ICU. It was James 80th birthday on Feb. 13th!

BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

February | National Safety Poster

Theme of the Month: **Preoccupation with Failure**

Anticipate Risk - Every Staff Member is a Problem Solver

A radiology technician demonstrated preoccupation with failure by conducting safety checks that allowed him to make a good catch and prevent patient harm.

Radiology Tech Stops the Line during MRI

Context: A 72-year-old Veteran was scheduled to receive a magnetic resonance imaging (MRI). He seemed confused and unable to answer questions clearly when discussing the procedure. The provider contacted the Veteran's next of kin, his 92-year-old mother, to obtain the proper consent for the procedure. The Veteran was brought to the MRI suite for the procedure. While performing routine safety checks, radiology technologist John Thomas noticed the Veteran just had a computed tomography (CT) scan of his head completed the day prior.

Action: Mr. Thomas was surprised the CT scan showed bullet fragments lodged in the Veteran's brain and behind one eye. Many metal objects are forbidden during an MRI, so Mr. Thomas stopped the line and notified the provider. The MRI was canceled.

Results: If the MRI had taken place, it's possible that the bullet fragments may have been triggered by the MRI causing bleeding, possible brain damage or death. Mr. Thomas's preoccupation with failure by conducting these safety checks allowed him to make a good catch and prevent patient harm.



“ I tell this story at our hospital to encourage people to pay attention to what they are doing. Mr. Thomas's preoccupation with failure and putting the Veteran first saved a life that day. ”

*Aaron Kabrick, BSN, RN, CWON
High Reliability Organization Lead*

VHA'S JOURNEY TO
**HIGH
RELIABILITY**

Your Care is Our Mission.

VA



U.S. Department
of Veterans Affairs

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



Jennifer Snyder and Bryan Cruthirds took part in Project Impact STEM Academy's "Innovation through Simulation" Community STEM night out in Kuna

Perianesthesia

NURSES

Strength in

KNOWLEDGE



PAWA WEEK FEB. 3-9, 2020

TEAMWORK

I work in Outpatient Social Work, and recently we moved from building 67 into the old CLC, building 88. I share the hallway with the folks who work with veterans receiving physical therapy. Since my office is across from the large therapy room, oftentimes I see veterans with their therapists and I get to catch small snippets of their conversations – how do I explain the magic of this hallway? Every single therapist handles our veterans with care, they ask them questions about themselves and they are gentle and kind ... they have compassion.

I wanted to take a moment to recognize the staff that works in this area of the hospital, to say I see

your work, and it's beautiful. I feel good in this hallway, I am surrounded by folks that deeply care about the wellbeing of the veterans we serve and I get to hear and see that all day long.

Who would have known that moving into an office with no windows would have provided such an energetic view? Thank you to the therapy staff for bringing your full compassionate selves every single day, our veterans deserve the kind treatment you provide and they are in excellent hands.

Naomi Johnson



National Therapeutic Recreation Therapy Month 2020

Please join us in celebrating the contributions and professional clinical services of our Recreation Therapists this month as we celebrate National Therapeutic Recreation Therapy Month. Thank you all for your dedicated work in providing quality healthcare and serving our Veterans:

Kelly Odell
Dustin Alger
Emily Malinowski
Christine Walsh

!!! NOTICE !!!

PATS-R

- We have a new PATS-R system that helps track compliments and concerns. ***Patient Advocacy is everyone's responsibility!***

What this means for our veterans:

- When you have a concern, it is okay to ask for a supervisor. They will be able to call you and follow-up.
- We want to help improve your customer satisfaction by decreasing response time for your issue to be addressed.
- The best place to address concerns is where they occur.
- We are all here to help you!

Oncology completion Ceremony Employee Engagement Project

Team Leader: Stephanie Magdanz, Kelly Leonard Champion: Wayne, Nicholson, Teresa Johnson
Members: Theresa Fritz, Lindsay Kaster, Cheryl Ross,



WHY

Oncology treatments can be very difficult on Veterans and their families. Treatments can range anywhere from months to years. We would like to have some kind of celebration for Veterans and their families to mark the occasion of treatment completion.

HOW

The team worked together to review current processes at other facilities around the country as well as what would work the best for our facility. In doing this they came across many obstacles yet proceeded to create a process unique to our facility.

SUCCESSSES

Created a certificate signed by staff

Provide Cancer survivorship information

Provide our contact information and a note about follow-up visits
Veterans may choose a “memento” from a selection of items – magnets, buttons, stickers, etc.

Boise VA Medical Center PRIMARY CARE

Primary Care officially became a service in December 2019, combining primary care employees from HAS, Nursing and Medicine services into one Primary Care Service. We are a service of approximately 180 employees! We are fortunate to have a dynamic, talented and engaged leadership team. They are putting tremendous effort into engaging their teams at the clinic level, and striving to deliver on our goal to provider accessible, efficient, high-quality Primary Care at the Boise VAMC.





Thanks for
wearing red on
Feb. 7th!



Everyone's Safety is Everyone's Responsibility: What You Can Do to Prevent Workplace Violence



As part of VA's commitment to creating a safe workplace, the Workplace Violence Prevention Program is making sure you have the training and resources you need.

BE PROACTIVE



Obtain training so you will be ready should an incident arise. **Prevention and Management of Disruptive Behavior (PMDB)** training is available to all employees and gives you skills and tools to intervene effectively and deescalate situations.

BE AWARE



Be aware of threats (physical or verbal). Learn the warning signs of pending violence and escalating disruptive behavior. Take all threats seriously and know how to contact your local VA Police, safety, and security resources.

REPORT IT



Report patient and employee-generated disruptive behaviors by using the electronic **Disruptive Behavior Reporting System (DBRS)** at your facility.

Want to learn more about keeping everyone safe?

<https://vawww.portal2.va.gov/sites/wvpp/sitepages/home.aspx>

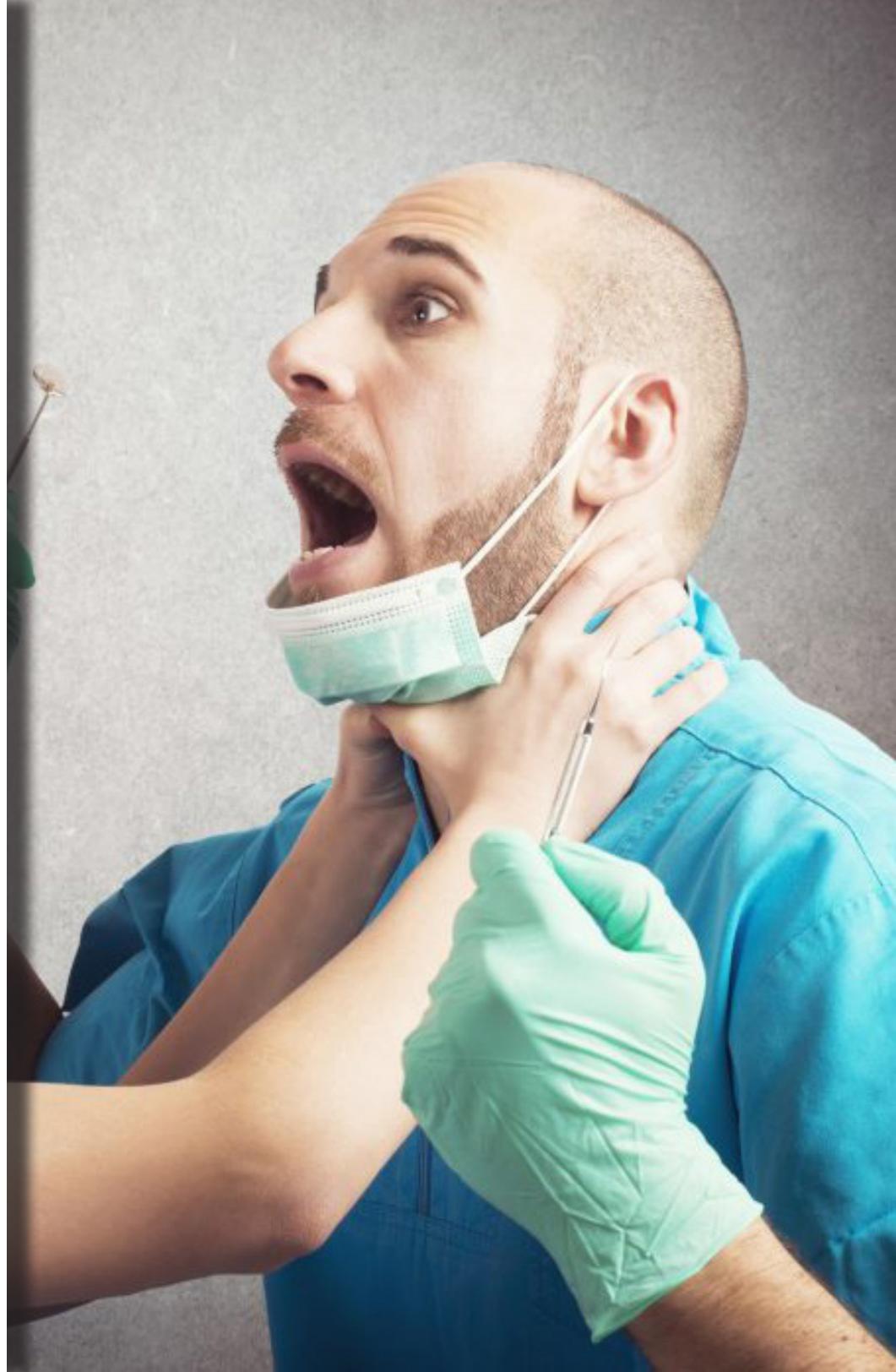


REMEMBER: If there is an immediate threat to the safety of patients, staff and visitors, contact VA Police.

VA



U.S. Department
of Veterans Affairs





BEHAVIORAL FLAGS

It is imperative to the safety of Veteran-patients, visitors and employees that we all take responsibility in reading Patient Record Flags (PRF). Specifically, Category 1 Behavioral Flags relay information that will be helpful in providing safe and effective health care.

The Disruptive Behavior Committee is comprised of interdisciplinary staff trained in threat assessment and risk mitigation interventions. When we place this type of flag in an electronic medical record, we believe the Veteran may pose a risk for future violence and/or future threats.

Category 1 Patient Record Flags are viewed nationally and are one way of enhancing the safety for Veterans, visitors and employees within medical centers and CBOCs. The flags have specific language describing a pattern or history of behavior often with recommendations on how to better manage that behavior. For example, a PRF may relay that a Veteran should check in with and be escorted by VA Police while at the medical center or that an employee should call the VA Police immediately when the Veteran or a caregiver presents at the medical center. The PRF may also explain that the Veteran has limited insight into their behaviors, often presents for care with a weapon or behaves a certain way when intoxicated.

If you have questions regarding PRFs, please call or email the Chair of the Disruptive Behavior Committee, Keri Barbero, LCSW at 208-570-2625 or keri.barbero@va.gov.



HARASSMENT

Are you ready
to stand
up against
harassment
in the
workplace?



VA | Boise VA
Medical Center

PLEASE REPORT YOU COULD SAVE THE NEXT VICTIM

VA is committed to a harassment-free healthcare environment for our employees, our Veterans, our volunteers, and all visitors to our facilities. Examples of harassment may include, but are not limited to staring, invading personal space, inappropriate comments or “jokes”, unwelcomed “compliments”, repeated attempts to make contact, flirting, bullying, unwanted gifts, and spreading rumors. Medical Centers across the country have committed to creating a welcoming environment for everyone and strongly encourages the reporting of incidents of harassment when they occur. **Resources for reporting this type of behavior are as follows:**

- **For Veterans and Visitors:**
Veterans Experience Office (Boise) (208) 422-1034
VA Police (Boise) (208) 422-1122
Women Veterans Call Center (1-855-VA-WOMEN)
- **For Employees:**
Harassment Prevention Program office (1-888-56-NEW VA or va.gov/ORM/HPP.asp)
Office of Resolution Management (1-888-566-3982 or va.gov/orm), VA Police (Boise) (208) 422-1122
Disruptive Behavior Reporting System (cfm.vssc.med.va.gov/dbr/main.cfm). The Disruptive Behavior Reporting System allows staff to report this type of behavior from Veterans, visitors and employees. (Appman screen shot on right)
- **Contact:**
Keri Barbero, LCSW the Boise VAMC Violence Prevention Coordinator at (208) 570-2625 or keri.barbero@va.gov.
Chief of Boise VA Police, Jason Caffey, 208-422-1122 or Jason.caffey@va.gov.



Stand Up to Stop Harassment Now! Declaration

VHA is committed to a harassment-free health care environment for everyone and will not tolerate harassment of any kind. We promise to:

Create a safe, respectful, and welcoming environment for everyone -



Empower everyone to recognize, intervene, and report harassment -



Advance a culture where harassment is never tolerated -



Provide a seamless, secure, and compassionate system for reporting harassment without fear of retaliation -



Assist Veterans, visitors, volunteers, and employees in reporting harassment -



Take prompt and appropriate action to respond to reports of harassment -



Be accountable by tracking harassment and the actions taken -



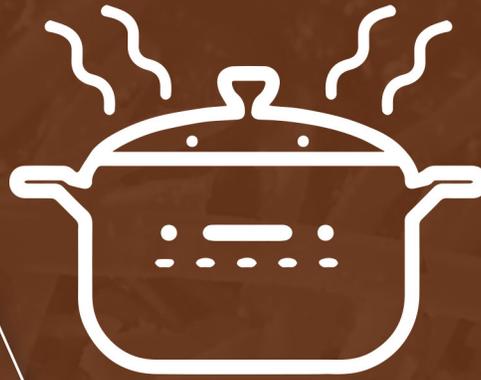
Partner with Veterans and Veteran Service Organizations to stop harassment -

We, the undersigned, dedicate ourselves to holding our leaders, our employees, and Veterans accountable to these principles.

Albert Poindexter

Dr. Michael Gregg

Thomas Snell



Thanks to
everyone who
competed and
enjoyed chili!

BOISE VA EMPLOYEES ASSOCIATION

CHILI COOK-OFF

FEB 24 - 11AM to 1PM

BLDG 29, LRC

\$5 per bowl for chili & cornbread

\$1 for bottled water

Email Ashley.Taylor6@va.gov

to compete

PLEASE VOTE - Prizes for:

* *Most Original Chili*

* *Best Tasting Chili*

* *Spiciest Chili*

* *Vegetarian Chili*