

The BOISE



July 2020

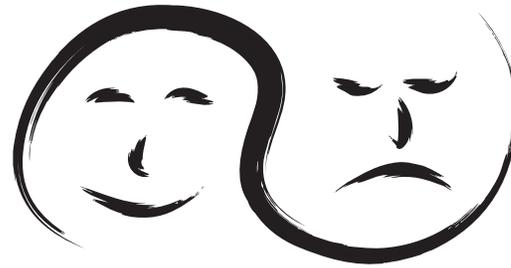
FRONT

The official newsletter of the Boise VA Medical Center



MSA Supervisor, Teresa Johnson captured this great photo of a Bobcat on the Boise VAMC campus on July 14th.

Hello's



Goodbye's

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

**NAIDOO VINMANATHAN
KATHIE FOGG
NICHOLE GIVENS
ERIC QUIROZ
APRIL THRONDYKE
SAMICHHYA BRAUWAL
KRISTIN CLEVERDON
SUSAN KRESEGE
BRIAN PIOTROWSKI
RICHARD DODSON
KIRK DOERING
KARLEE DOZIER
KACY WATKINS
REBECCA VALENZUELA
JILL HENGGELER
LEANE ERTLE
KRISTINE MCCORMICK
LINDSAY LABRECQUE
RUSSELL CUTLER
WHITNEY GELLER**

**JOANNA CROWL
RYAN LENZ
ERIDA LANGORIA
BREANNA GILLARD
WILLIAM CADDRICK
JODI BREWSTER
SUSAN STEINER
MANDY LANE
LAUREN MUSHENO
KELSEY BLANCHARD
KATHLEEN REED
WILLIAM FRIZZELL
RUSSLE BROSH
BRITTANY DANNIEL-CHAMBLESS
ERIN CATES
KARLIN CENICEROS
IAN TINDAL
KATHRYN CHAMBERLAIN
JENNA ELSHOLZ**

Hello's



Goodbye's

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

**BRIANNA ALLEN
BRANDON STEWART
KRYSTAL WOOD
MARINA IZZI
STANLEY ANG
KRISTIN HALLA
BETH PIERCE
BRIAN GRIFFITHS
STEVEN MULLINS**

**TRAVIS CLARK
DIANNA SLIWINSKI
KENNEDY MEYER
MEGAN DUNAY
SHERISSA MALARCHIK
MERENCI OSBORNE
TAMLYN ULIN-GILSON
JOY VANDER LINDEN**

EMPLOYEES OF THE MONTH **JULY**



Mandie Phillips

LPN Phillips provides the highest level of care and respect to everybody she meets which immediately yields rapport with veterans and staff alike. She consistently places the needs of patients and fellow staff members ahead of her own care and in so doing provides a sterling example for others to emulate and follow.

LPN Phillips also serves a mentor and preceptor for LPNs for each of the different teams within Primary Care. Phillips is often requested by name to train LPNs and RN with successful clinic flow and computer-related tasks. Approximately two weeks ago Phillips successfully set up appropriate nursing templates and OneNote access for three different RNs from other teams in order to ensure each was properly outfitted to address Veteran needs in a timely basis.

LPN Phillip's actions greatly exceed the standard and serve as a beacon of integrity and selfless service to not only Primary Care but the entire Department of Veterans Affairs as a whole. Her tireless effort to ensure Veteran needs are addressed before her own demonstrate an ironclad commitment which every employee in the entire VA network can strive emulate. Her tireless service is nothing short of exceptional and continues to reflect the highest level ICARE values.



Jeanette McMillan

As we all know, the COVID-19 outbreak has drastically changed the way we do business. When the outbreak first hit, information sharing was of utmost importance, as information and guidance was changing daily, if not hourly at times. There was an identified need for staff to have a resource to go to for up-to-date information regarding need for testing and overall guidance on what to do in certain COVID exposure situations. Ms. McMillan spearheaded the creation of the COVID-19 Employee Hotline. This involved creating the guidebook and all related documents needed to implement the hotline. She was responsible for training and guiding staff who manned the hotline, as well as maintaining and updating all information as it changed, which required both continuous guidebook revision and training of hotline staff. In addition, Ms. McMillan was instrumental in creating the process to communicate COVID-19 test results back to Boise VA Medical Center staff members who had been tested. Ms. McMillan strove to make sure staff results were communicated as timely as possible. This kept staff well informed and aided them in getting them back to work as quickly as possible, ensuring our Veterans received the care they needed and was delivered at the highest quality that they deserve. In addition to spearheading the COVID-19 Employee Hotline, Ms. McMillan would often be heard on the other end of a phone call, providing hotline information and test results to staff. Even as more staff were trained to work the hotline, Ms. McMillan continued to fill in when the need presented itself, as her first priority was making sure the Boise VAMCs most precious resource, its staff, were supported and informed.

EMPLOYEES OF THE MONTH **JULY**



Paul Black

Dr. Black's enthusiasm for pharmacy-led interventions and his innovative attitude are desirable traits for a supervisor. He is a humble leader—allowing for comments and feedback throughout meetings he facilitates. Dr. Black was one of the primary reasons I chose to come to the BVAMC—as he exemplifies the proactive culture of the facility. Paul has always been at the forefront of pushing pharmacy forward in ways that position clinical pharmacists to use their skills to the fullest to benefit our Veterans. In addition to this, he has helped create a culture in our department that is amazing and unique, making it by far the best place to work in the valley (in my biased opinion). Amazing boss. Don't ever let him change positions... or leave. Paul is always available to listen and provide guidance. He's direct and willing to help out. Although he may try to deny it, he truly has compassion for us

Paul consistently supports and demonstrates maintenance of exceptional work-life balance and is always very supportive of this for his staff. He makes sure to check in and show genuine interest in their personal life. He puts complete trust in his staff to pursue the mission of the VA and is unwavering in his support of this.

Paul is honest, fun and facilitates independent learning opportunities for residents. He's not a micromanager, and is relentlessly positive.



Alexander Balderas

Alex's passion for cooking and his commitment to strive for excellence was recently highlighted in a Healthy Teaching Kitchens video collaboration with Education and Clinical Nutrition. Within the video, Alex provides cooking techniques tutorials, overviews nutritional adequacy, and prepares a delicious Cowboy Caviar. The video is designed to be an education resource for Veterans, but will also be used as marketing material to hopefully increase participation in the Healthy Teaching Kitchen classes as Alex' natural ability to establish rapport with fellow Veterans is invaluable.

Furthermore, Alex's advocacy for patient care was instrumental to recent operational changes in the food delivery model to the TRC, which ultimately has created a more efficient process in addition to a better quality meal.

VOLUNTEER SPOTLIGHT

Lynda Benson

I am not a veteran, however both of my sons are, and they are still serving. There are also many veterans in their family on both sides. I volunteer to honor their service.

I'm an Idaho native, as were both of my parents. I've lived other places in my lifetime, but have spent most of my life here in Boise. I started my full time working career in administrative support, and spent nearly 25 years doing that. In the late 90s, I moved to teaching and found my true calling. I taught at the post secondary level for the next 17 years. I'm the proud grandma of six wonderful grandchildren, who are all here in Boise. I try to spend as much time with them as I can; however, that's been very challenging lately. I enjoy walks through my neighborhood, reading, and lunches and dinners out with my friends—in normal times! I also take great joy in my volunteer work.

After retiring, I volunteered with the Red Cross for a year before coming to the VA in 2015, once again finding my true calling, as a volunteer. While most of my volunteer time has been as a patient escort, I've also been the front desk person, been a volunteer driver, and patient chaperone. I enjoy doing anything in support of veterans.

I have found such great joy in working with veterans at the VA. I have been so impressed with their humility, their gratitude, their humor, and their great spirit. They inspire me each time I interact with them. I'm also so impressed with the staff at this hospital. They are so patient-centric and dedicated to the veterans they serve, and it's an absolute pleasure to work along side them.



BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

July | National Safety Poster

Theme of the Month: Support a Safety Culture

Supporting a Safety Culture improves staff morale and increases patient safety

Adverse Event Results in Multidisciplinary RCA to Improve Medication Safety

Context: While working at the Jackson VAMC oncology medical-surgical ward, Sandra Bishop, RN, administered medication to a Veteran fighting cancer. The Bar Code Medication Administration (BCMA) program was used to administer chemotherapy and verified by two RNs prior to Sandra administering the medication. The Veteran was given the chemotherapy infusion and discharged. Days later, the Veteran was admitted to the ER with acute renal failure where it was discovered he had received the wrong medication.

Action: A Root Cause Analysis (RCA) was conducted with the medical staff involved in the incident. It was learned that the chemotherapy infusion order was incorrectly transcribed by a pharmacist. This was then displayed in the BCMA program the nurses verified.

Results: To prevent similar errors, a multidisciplinary plan that increased communication, safety-checks and hand-off between the provider, nursing and pharmacy was put into place. The RCA process focused on identifying the process error rather than laying blame on any one individual. Because the Jackson VAMC embraced a culture of safety, Sandra and her colleagues felt secure to fully participate in the RCA process. The team demonstrated how to Support a Safety Culture by focusing on learning from mistakes and empowering staff to improve the chemotherapy administration process.



“Creating a culture of safety, instead of fear, is essential on the journey to Zero Harm.”

*Sandra Bishop, RN
Nurse Manager
G. V. (Sonny) Montgomery VAMC*

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



Dr. Andrew Wilper

David Wood

Micki Gillis

Teri Barker

Dr. David Tompkins

Congratulations to Mary (Micki) Gillis, RN, Boise VAMC's Infection Control Coordinator, for winning the Linda H. Danko Award for Excellence in Infection Prevention and Control.

Established in 2016, this award recognizes one VHA employee who has demonstrated excellence in infection prevention and control in practice. Micki has served as the Boise VAMC's Infection Control Coordinator for the past twelve years and has worked relentlessly to keep staff and veterans safe.

Notably, she has been instrumental in ensuring staff and patients are vaccinated during the annual flu campaign and helps the Boise VAMC maintain one of the highest influenza vaccination rates in the nation. She works on numerous infection control initiatives around our facility including hand hygiene compliance, isolation procedures, safe handling of sharps, and prevention and control of communicable disease. All of this hard work benefits both our Veterans and the employees who care for them.

Congratulations and thanks for helping to keep us all safe!

I LIVE BY THE CODE.

The VHA Code of Integrity is centered around VA's ICARE Values:
Integrity, Commitment, Advocacy, Respect and Excellence



CODE OF INTEGRITY

I pledge to:

- ◆ Adhere to the Code of Integrity
- ◆ Raise concerns and report violations
- ◆ Provide Veterans the highest quality of care
- ◆ Accept and provide critical feedback
- ◆ Respect patients' rights
- ◆ Champion VA's ICARE Values
- ◆ Protect privacy of information
- ◆ Support research & scientific integrity
- ◆ Uphold the standards of ethical conduct
- ◆ Stop the line for patient safety



Read the Code of Integrity

If you do not have a QR reader on your phone, read the Code at:
<https://www.va.gov/HEALTHCAREEXCELLENCE/index.asp>



U.S. Department
of Veterans Affairs



BVAMC PARKING

As most of you are aware, when the COVID-19 pandemic impacted our patient numbers, we focused our enforcement efforts on assisting the screening operations and other more essential duties. We have been monitoring the parking situation in patient-only parking the last few weeks, and while patient numbers are still far below normal operations, I feel it is time I have to return the campus to normal parking enforcement. Available spaces in the parking garage have been getting harder and harder for patients to find.

On the next page is a map of use designations for our parking areas, but covered portions of the parking garage will once again be off limits to employees from 0800-1400 on weekdays. Outside those hours and on holidays, the campus is open parking. I know it can be challenging to find a parking space, but the priority for close parking has to be the veterans.

As always, handicapped parking is restricted to those with DMV-issued and displayed handicapped placards and parking is still prohibited in fire lanes, by red or yellow curbs and anywhere else that obstructs traffic.

Thank you for your cooperation.

Jason

Jason Caffey
Chief of Police
Boise VA Medical Center

