Good Catch Award
(recognizing near miss/close call reporting)

**Congratulations to Nancy Phelps-Lewis**
Ms. Phelps-Lewis, works in the Community Living Center as a CNA. She identified and reported a safety concern related to a tight squeeze taking a gurney from the CLC into the MRI building that could result in a tipping hazard/patient fall.

As a result, Bryan Lightfield from FMS did an evaluation of the area. MRI Staff were trained in how to remove the post in the middle of the doors and decals were added pointing to the location of the post release button. This spring, the plan is to add a concrete triangle to allow for a more direct route from the CLC to the MRI Building.
The Boise VAMC would like to welcome our new employees who came aboard:

Erin Bennett, MSO
Jessie Branden, HAS
Jennifer Diaz, Pharmacy
Karla Geiszler, Nursing
Michael Hammes, HAS
William Macrea-Smith, OFL
Roberta Maupin, Nursing
Timothy McCarty, VCS
Tara McFadden, Pharmacy

Tianna Metcalf, Nursing
Nakisha Perry, HAS
Michelle Pixton, Surgery
Baird Renson, Nursing
Phillip Robinson, Nursing
Mark Shepard, N&FS
Rick Tivis, MSO
Jeremy Toomey, MSO
Camtu Truong, PALMS
The Boise VAMC would like to say goodbye to the employees who left us:

Valerie Duffy, MSO
Cynthia M. Gaines, Fiscal
Teresa Garvey, Logistics
Curtis N. Jackson, N&F
Kelly S. Ragland, Nursing
Victoria Richard, Telehealth
Michael A. Stewart, Eyeglass Maker
Terry Tippery, BH

Diane Waits, Nursing
Jeffery Fenstermaker, FMS
Jamie Godwin, Dental
Jeffrey D. Morris, Fiscal
Ofalyn Razutis, Nursing
Timothy Stout, Housekeeping
Russell E. Ware, SPS
DONATE BLOOD TO SAVE A LIFE

For more information about giving the gift of life in your area, visit www.yourorganization.com or call on 123-456-789
Everyone knows Mary Nelson but few know the broad range of her responsibilities or her dedication to Veterans. She displays these traits every day but during the past month she has risen to handle multiple challenges. She was involved in the annual recertification of NIC Services. She helped to move through the system over 500 consults, constantly checking and rechecking to make sure that these vital services, to include Homemaker, Bath Aide, Respite, and Adult Day Healthcare, continued uninterrupted for every Veteran on the program. She personally placed recertification consults for every Boise Spinal Cord Injury Veteran on the Bowel and Bladder program. During this time she also directed the renewal of several contracts for Skilled Nursing Homes and has led the way in obtaining contracts for three new homes to meet the growing needs of our Veteran population. A tenacious patient advocate she spent untold hours coordinating the Skilled Nursing care of a Veteran at another VISN 20 facility to ensure each aspect of his needs were met. She also worked to guarantee another Veteran’s Home Health and Bath Aide services would continue after he moved out of the area. Finally, she acted to secure Respite for yet another Veteran while the spouse was coordinating their move out of state. Her performance every day exemplifies the ICARE values and is a credit to herself and the Boise VAMC.

Marlene Kirkendall went above and beyond her responsibilities, to ensure that a patient that needed to get an infusion completed, did so safely and with the proper coordination of care. She took extra time to research the circumstance as to why the patient’s infusion had not been scheduled.

Her performance in the face of this very, very demanding veteran was commendable. She kept calm, did her research and ensured that the veteran got his infusion scheduled - when it would be safe for him to do so. The veteran did not agree with her, but she stuck to her guns and prevented him from a potential harmful event. The veteran is now scheduled and all caregivers involved with his treatment agree with the plan of events moving forward.

Additionally, Ms. Kirkendall performed admirably in the world of service recovery. While the veteran did get mad and report to the Patient Advocate, he eventually grew to fully comprehend why things occurred as they did and thanked Marlene for her help. She allowed him the proper space to vent, listened carefully, stuck to her training and as a result his care was delivered in safe manner.

This month marks a major milestone for the Boise VAMC. The new parking garage was opened on December 20th, adding 222 parking spaces to our congested campus. This project from conception, approval, design and construction took over 5 years to complete. The project manager who carried this complex project to the finish line was Mike Quinn. He showed extreme commitment and excellence throughout the multiple phases. There were major concerns which could have stopped the project but Mike continued to look for alternate paths to keep the critical elements on schedule. Working with new and uncharted territory, Mike navigated the legal, contractual, and physical issues with confidence and integrity. We are proud to have him on our team and look forward to making this campus better for all veterans and staff. Thank you for your consideration.
Josh Bode, Sarah Kearney and Dr. Carol Berndt pose with the Veterans Justice Outreach vehicle after it was wrapped with VA Crisis Line and Make the Connection info.
VERBAL DEFENSE IN HEALTHCARE

PRESENTED BY:
THE VETERANS AFFAIRS
LAW ENFORCEMENT TRAINING CENTER

Verbal Defense in Healthcare is an 8-hour class providing a multi-disciplinary approach to educating participants in verbal de-escalation techniques. This course utilizes classroom presentation, multi-media and role-playing scenarios to provide students with the means and capabilities to effectively communicate with disruptive individuals, set appropriate boundaries and gain voluntary compliance. The goal of this course is to increase both customer and employee satisfaction and to reduce the potential for violence and injury.

DATES: 2/11/19-2/15/19 (MON-FRI)  TIME: 8:00AM - 4:00PM
FACILITY POC IS: WAYNE NICHOLSON, POLICE, (208) 422-1553
The first Veterans Art Class was held in Building 88 on January 24, 2019. The class was led by volunteer artist Gina Cole, a full time VA employee working in the MRI department. Gina’s artwork “Floating the River” was featured in the local Boise Weekly magazine last fall. The idea for this class came about when Gina’s friend asked if her husband, a veteran, could watch her paint, in hopes that he would be inspired to get back into painting. This gave Gina the idea that there might be other veterans who would also be interested in doing artwork. Gina firmly believes that art is for everyone and can be therapeutic to one’s health and wellbeing.

The class is currently held every third week of the month for six consecutive months, after which new sign up is required. For further info, please contact Gina Cole @ 208-412 5988 or visit her website at www.ginacoleartworks.com
February is National Recreation Therapy Month
Congrats to our Recreation Therapy Team:

Kelly Odell
Dustin Alger
Emily Malinowski