The

BOISE FRONT

January 2020

The official newsletter of the Boise VA Medical Center

Campus front gate entrance. Circa 1960's

Hello's Goodbye's

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

Charles, Davis, COS
Rufina Mendez, FMS
Julie Outram, FMS
Matthew Schutte, FMS
Wilson Ilgenfritz, Fiscal
Dereck Fitsimmons, Nursing
Jacob Hernandez, Nursing
Scott Crowe, PM&R
Russell Kocemba, PCS
Caroline Brown, PCS
Megan Ughetto, Surgery
Steven Farley, Surgery
Shalene Robbs, HAS
Tina Hideman, COS

Lona Inthathirath, FMS
Ethan Brown, FMS
Jacob Porter, FMS
Peter Spagnolo, FMS
Annie Solorio, FMS
Issac Reese, Logistics
Jeffery Coombs, Medical
Dennis Rau, PM&R
Wendy Decarvalho, PCS
Amanda Lukasik, PCS
Katherine Burchell, PCS
Monica Delacruz, PCS
Sarah Green, VCS

Hello's Goodbye's

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

Melissa Wuthier, Medical
Erik Moser, MSO
Ritakay Youngblood, HAS
Summer Cockayne, Nursing
Kathleen Odell, Pharmacy
Charles, Pohl, SWS
Jonna Gomes, Nursing
Angela Brothers, Nursing

Monica Million, Nursing
Beverly Aslett, BH
Laci Bauer, Nursing
Shateria Thompson, Fiscal
Debra Jones, Nursing
Kenneth Colpitts, Nursing
Valeri Grave, Telehealth

We sadly said goodbye to Chief Nurse, Angela Brothers. We will miss you. Good luck in Colorado!

EMPLOYEES OF THE MONTH **JANUARY**

David Hunter

Dave Hunter has been and continues to be an amazing leader to the MSA's not only in Primary Care, but to the specialty clerks as well. He is always willing to show you how to accomplish and complete your job in the most accurate way there is. He is always up for coming to wherever you are to help walk you through issues you may have, even all the way across campus. He has made many trips to the Women's Clinic to help with issues in Vista and conflicts in scheduling. Dave is one of the most valuable and knowledgeable resources we have for our MSA's and supervisors, he knows the directives inside and out. Our new employees learn from him in and will always use him as a resource when unsure of scheduling practices. He is continually monitoring our work to ensure we stay within National Guidelines and can help to explain why things are or are not mistakes when they appear on reports. I believe that he is such an asset to myself and other staff that he should always be recognized for his hard work and dedication to his position. Dave deserves the recognition and reminder of just how much we all appreciate him.

Tammy Lanning

'Tammy Lanning deserves recognition – I haven't seen as much help for Veterans as what is being provided for this Christmas holiday and I'm assuming it's because of her outreach.

We've had 3 2P Veterans that Volunteer Services as quickly assisted with various needs and adding that human factor to their desperate times has made a huge difference for them and their perception of VA care.'

Tammy and her team have gone above and beyond this holiday season to assist veterans in need and think outside the box to accommodate our veterans and the make businesses and individuals seeking to help our veterans this year. They deserve a shout out!

To nominate a VA employee for 'Employee of the Month' please cut/paste the link below into your web browser to fill out a nomination form.

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

VOLUNTEER SPOTLIGHT

Lee Castleman

Are you a veteran? Yes, my dad, was a 504MP who was highly decorated during WWII, he served in the Army following General Patton into France where he was wounded. Naturally, I too went into the Army at age 18, but found my way to the Army Security Agency 1970-1972. Morse Intercept and Radio Direction Finding schools in 1970 at Fort Devens, Massachusetts took a whole year. My first duty assignment was in Germany, 1971, where we monitored the Russians. During this time a plane was shot down in Phu Bai, Vietnam, Russian T54 tanks were pouring down from the North and we needed to stop them. I was assigned to the 138th Aviation Battalion 1972. During this time I flew in a twin engine Beechcraft and with electronics we located enemy tanks, trucks, and whatever intelligence we could gather regarding POWs. Three days of every month I was in the jungle. I was awarded 4 Air Medals.

I was born in St. Louis, Mo. My mother died when I was ten. When I came home from Vietnam, my father had remarried and since I had a Top Secret security clearance I applied to the FBI. I worked there for 2.5 years meeting a girl from Buhl Idaho, Jo, who worked in the FBI laboratory. I wanted to complete my college degree so we moved to Boise, Idaho. After completion of my degree I worked for MaBell for 38.5 years where my biggest accomplishment was working on Caller ID. Caller Id was the first nation wide digital network. I enjoy fly fishing and with 3 kids and 10 grand kids we've enjoyed many 4H horse projects in Notus, Idaho.

My dad's commanding officer during WWII was General Duncanson. He wanted me to stay in the Army, but I didn't. Volunteering at the VA hospital for me is away to honor him and my dad. I've been volunteering now for 2 years driving veterans in from the Nampa/Caldwell area on Wednesdays and being an escort on Fridays. I enjoy driving because it is to greatly needed; the appreciation you get from veterans who cannot drive themselves is great. Being in the hospital as an escort on Fridays is fun too: 1. great comrades 2. going from ER to xray there is this sense of urgency of helping a patient, that gives you great satisfaction. Finally, once in awhile I get to give a tour; giving a tour and explaining to people about Fort Boise Medical Center and how it got started with the Oregon Calvary in 1863 puts a smile on everyone.

YOUR **COMFORT.**
YOUR **CARE.**

WE ARE THERE.

CRNAs

CERTIFIED REGISTERED NURSE ANESTHETISTS

CELEBRATE

NATIONAL

CRNA Week

JAN. 19-25, 2020

This week, we celebrate our CRNAs contributions to VHA and the unique role they play in the delivery of care to America's Veterans!

CRNAs have been safely providing anesthesia care to patients for over 150 years and provide more than 49 million anesthetics each year to patients including our Nations Veterans. CRNAs are the primary providers of anesthesia care in rural America, enabling healthcare facilities in under served areas to offer anesthesia services. There are currently 1,108 CRNAs working within VHA and nearly 54,000 CRNA providers nationally, who deliver high-quality, cost effective anesthesia care throughout the United States.

Thank You

Ben Biery, RN

Ben has been selected as the Manager of the Veterans Experience Office. In this position he will also assume the Veterans Experience Officer role. Ben is an example of how "patient advocacy is everyone's responsibility". His enthusiasm and vision he brings to the Veterans Experience Office supports the VA mission, while aligning patient experience and employee engagement in our transformation to a high reliability organization. Congrats Ben!

- Kristi Funk, RN BSN, MSN

Acting Associate Director, Patient Care Services/Chief Nurse Executive

GOOD CATCH

The BVAMC High Reliability Organization (HRO) Steering Committee reviewed all near miss/ close call reports from 1st Quarter. The Committee selected Marlene Kirkendall, RN, as the 1st Quarter Good Catch recipient for her role in catching and reporting a HIGH RISK MEDICATION error before it reached the patient.

After receiving a consult for a HIGH RISK medication, Marlene reviewed the medical record and spoke with the patient about when he had received his last infusion of the medication. This particular medication should only be administered every 6 months and may be given earlier, but only in rare circumstances, as there can be serious, life-threatening side effects.

Marlene found conflicting documentation in the patient's record about when the last dose had been received and the patient didn't remember receiving an earlier dose and thought it was due.

After doing some digging, including reviewing the patient's record in Joint Legacy Viewer (JLV), Marlene discovered that the patient DID receive a dose of the medication at a different VA Medical Center three months earlier. She notified the ordering provider and the Pharmacy and the consult was cancelled.

Thank you for your "Good Catch", Marlene!

Marlene Kirkendall, RN

BOISE is HIGHLY RELIABLE

HRO
PRINCIPLES & VALUES

January | National Safety Poster

Theme of the Month: Sensitivity to Operations

Focus on Front Line Staff and Care Processes

A lab team demonstrated sensitivity to operations by identifying a way to improve the ordering process for culture testing.

Teams Improve Ordering Process for Culture Testing

Context: The Laboratory (Lab) Team at the Detroit VAMC found that when providers were ordering culture testing, a gram stain order was not always included. The gram stain is important because it assists clinicians in identifying infections. This is a common occurrence because the culture order is not linked to the gram stain order; the two orders need to be entered separately.

Action: The Lab Team, Clinical Informatics Team, and Infectious Disease Team worked together to link the two orders into one complete order in the Computerized Patient Record System (CPRS).

Results: Now, when ordering culture testing that needs a gram stain, the gram stain order is included in the culture order. This eliminates the need to create two separate orders, streamlining the process. The potential for harm is decreased by pairing the orders and provides the clinicians with a complete picture of lab results. These teams demonstrated how to improve processes to keep Veteran's care as the top priority while being sensitive to operations.

"As laboratory scientists, it is our job to provide accurate and timely results. It was a pleasure to work in conjunction with the Infectious Disease and Clinical Informatics departments to ensure that our Veterans are getting the care they need and deserve."

Tracey Resendez-Clavon, MT(ASCP)
Microbiology Supervisor

VHA'S JOURNEY TO HIGH RELIABILITY
Your Care is Our Mission.

Congratulations to Laura Perry on receiving her 20 year service pin.

OneNote

As OneNote popularity continues, please keep the following things in mind. Here are a few issues that have been found regarding this kind of application:

1. Mixed Content: OneNote notebooks contain mixed content with differing record policies.

2. Time Span: OneNote notebooks contain content spanning multiple days, months, or years meaning disposition policies may not apply correctly, delaying or accelerating policy dates.

3. Legal Holds: Legal holds may inadvertently block an entire notebook from being editable.

4. Incompliant Locations: records are more likely to end up in incompliant locations and users may experience broken integration features.

Q1: Should OneNote be treated as a collaboration tool only such as SharePoint?

Q2: Should OneNote users only use OneNote for collaboration and their own organization using reference copies only, but the official records must still be stored in their department shared drives?

ANSWER: One Note is only a tool that allows employees to collaborate on current active documents (resources/ reference materials). Just like SharePoint it does not meet DoD Standard 5015-2 and should not be considered an electronic record keeping system. Official electronic Federal records must be maintained on the Network (S) Drive.

American Red Cross

Give blood. Help save lives.

Blood Drive
Boise Veterans Administration Medical Center

VA Gym in Building 119
911 Mountain Cove Rd.
Boise, ID 83702

Thursday, February 20, 2020
9:00 a.m. to 2:15 p.m.

Schedule online at www.redcrossblood.org
Sponsor code: BVA
Or contact Cheryl Ross (208) 422-1000 ext 7778

Streamline your donation experience and save up to 15 minutes by visiting RedCrossBlood.org/RapidPass to complete your pre-donation reading and health history questions on the day of your appointment.

1-800-RED CROSS | 1-800-733-2767 | redcrossblood.org | Download the Blood Donor App

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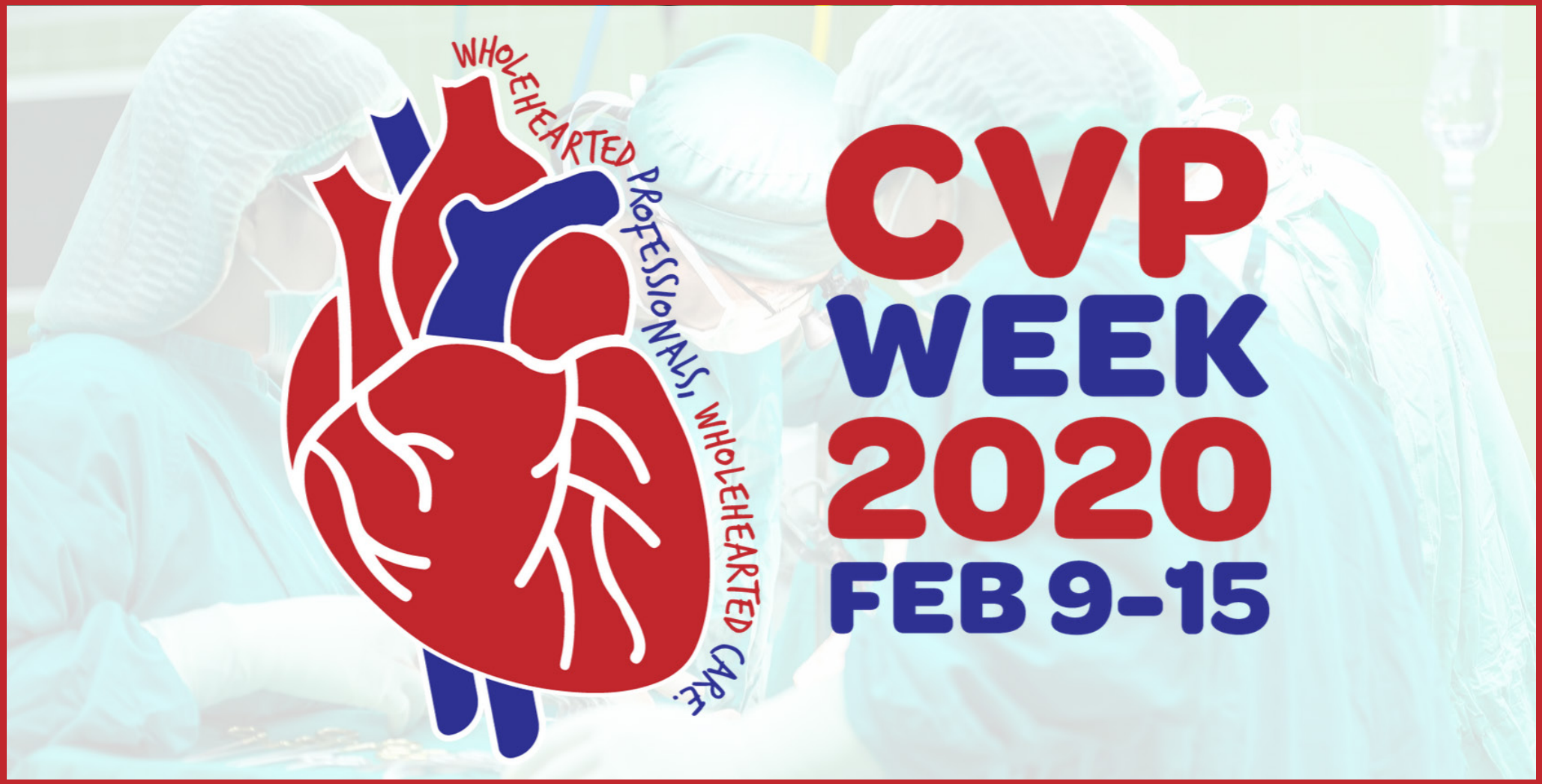


Cardiovascular Professionals Week February 9 thru 15

"Wholehearted Professionals - Wholehearted Care"

We emphasize the hard work and dedication of our stellar non-physician professionals working in cardiac care across all specialties (Cardiology, Cath Lab, Echo, EKG, Device Clinic, COU, ICU, SDU). Cardiovascular Professionals are a diverse team of Managers, NP's, PA's, Nurses, Medical Instrument Technicians (MIT's in Cardiac Cath, Echo, EKG), Diagnostic Radiology Technologist (Cardiac Cath), MSA's etc. working together throughout the hospital to provide the best possible cardiac care for our Veterans.

CONNECT WITH US

Contact your local Privacy Officer

Name : Gina Thruston

Phone: 208-422-1031

Email: boiprivacyofficers@va.gov

Contact your ISSO

My ISSO is: Matt Biggs

Phone: 208-422-1560

Email: Matthewbiggs@va.gov

TO LEARN MORE ABOUT PRIVACY

- **Contact your local Privacy Officer**
- **Contact the VA Privacy Service via email at: privacyservice@va.gov, or via phone during normal business hours (ET) Monday through Friday at 202-273-5070**

For more information on VA's Privacy Program, visit:
https://www.va.gov/privacy/

OFFICE OF INFORMATION AND TECHNOLOGY
Privacy Service

WHAT YOU NEED TO KNOW ABOUT *SAFEGUARDING PERSONAL INFORMATION*

VA | U.S. Department of Veterans Affairs
Office of Information and Technology

Reporting Privacy and Information Security Incidents

You must report all actual or potential incidents involving PII to your supervisor and Privacy Officer or ISSO within one hour of discovery. If after business hours, contact the **Enterprise Service Desk** at **855-673-4357** or **844-224-6186 (Teletypewriter (TTY) Relay Number)**.

If your VA IT equipment — such as a laptop, iPhone, or iPad—is stolen contact:

- **Your local law enforcement agency or VA police if stolen at your facility**
- **Your ISSO or Privacy Officer (please indicate the item(s) stolen, the police report number, and the date and time of theft)**
- **Your immediate supervisor**
- **Your designated VA Help Desk to deactivate the device(s).**

In the event you lose your VA IT equipment, contact:

- **Your immediate supervisor**
- **Your ISSO or Privacy Officer**
- **Your designated VA Help Desk to deactivate the device(s).**

Consequences of a Privacy Incident

If a VA employee or contractor violates privacy requirements, the individual may face disciplinary action up to and including termination, criminal and/or monetary penalties for each violation.

Protecting the privacy and security of Veterans' Personally Identifiable Information (PII) helps the Department of Veterans Affairs (VA) maintain the trust of those we serve. VA is committed to sustaining a culture of privacy awareness and information security that always puts the protection of PII first. To provide the highest standards of care and service, VA continues to develop ways to safeguard PII. One example is by raising employee awareness about safeguarding and handling PII through training and outreach.

VA Privacy Service oversees privacy efforts across VA and ensures federal privacy laws and regulations are applied throughout the Department. Training programs, policies, and procedures are developed nationally and implemented locally by Privacy Officers Department-wide.

You Make the Difference in Information Protection

VA and our nation's Veterans are depending on you to do your part to ensure the privacy and security of PII. Everyone — employees, contractors, business associates, and volunteers — must commit to taking action to prevent the occurrence of privacy and information security incidents. An incident can compromise Veterans' trust in our services, sense of security and — in some cases — health care and financial well-being. Properly securing PII contributes toward providing our Veterans with the top-quality services they expect and deserve.

Safeguarding PII Begins with You

VA Privacy Service has developed privacy awareness programs to help you better understand your legal responsibilities. You can do your part to safeguard PII in several ways:

- **Complete privacy awareness training** — Complete the mandatory annual Privacy and Information Security Awareness Training course and sign the Rules of Behavior. There are additional role-based privacy training requirements for individuals with access to Protected Health Information (PHI) or with significant privacy responsibilities. For more information, contact your facility Privacy Officer.
- **Appropriately access PII** — Nearly everyone at VA has access to Veteran or employee information; however, use of this information is limited to "official job purposes only." Speak with your supervisor or facility Privacy Officer to determine your need and level of access.
- **Keep information secure** — Always lock your computer anytime you leave your workstation by selecting the Windows key and "L" key and remove your Personal Identification Verification (PIV) card, store in a safe place when not on your person. Make sure to log off your computer and lock up hard copy files at the end of each day.
- **Encrypt sensitive information** — Encrypt all emails containing PII, including attachments and password-protected files on your computer if they contain PII. Contact your local Information System Security Officer (ISSO) to learn more about encryption software and how-to password-protect your files.
- **Shred or otherwise properly dispose of information you no longer need** — Examples include documents that are:
  - **Not essential to your work activities;**
  - **Not a permanent record or part of a federal record system;**
  - **Temporary records for which the retention period has expired;**
  - **Informational documents that do not meet the definition of a "record"; or**
  - **An extra copy of a record kept for convenience or reference.**

Check with your Records Management Officer to confirm the document(s) you wish to dispose of should be shredded. Depending on your VA facility, disposal methods for documents containing PII may vary.

- **Practice information security on-the-go** — When telecommuting or traveling, only take the information you need (after obtaining authorization from your supervisor) from your facility. Do not keep your passwords with your computer. Use a cable lock for your laptop and know where your mobile devices are at all times. Do not access non-public VA information technology resources from publicly-available IT computers, such as remotely connecting to the internal VA network from computers in a public library.
- **Engage responsibly in social media** — The use of social media tools is encouraged for information sharing within and outside of VA. However, do not post or use content containing PII or PHI. Only post information that is publicly available.

WARNING!

Due to recent geo-political events, please review the notice below from the Network & Security Operations Center (NSOC) and do not hesitate to thwart potential phishing attacks by reporting them. Contact your ISSO team of Tony Gulbis or myself as soon as possible. Reporting only takes a few moments and helps keep our network and information safe. Your help is greatly appreciated!

- Matt Biggs, Information Security

Attention

Due to the recent activities in Iraq, and the escalating tensions with Iran; the threat of Iranian retaliatory actions is currently elevated. Iranian backed Advanced Persistent Threat (APT) groups are considered one of the "Big 4" of Nation State hacking groups (Russia, China, and the DPRK comprise the other three). Phishing has long been a tool of Iranian APTs, and they are known for credential harvesting and information gathering though phishing emails. In addition, they tend to utilize "wiper-style" malware. In a wiper attack the victim has their machine and/or network compromised and then their data is destroyed. Due to the current state of tension within the middle east, users are urged to be especially vigilant about phishing attacks.

VA | U.S. Department of Veterans Affairs
Office of Information and Technology

TEAMWORK

It takes a team of caring, thoughtful providers to provide the care our veterans need. I was proud to be a part of the team that stepped up on 1/2/2020 when one of the veterans I work with left our session after informing me that he arrived to the VA on gas fumes, and had nothing to eat other than a co-worker's leftover noodles. We worked on a plan to address this which was to go to Volunteer Services and ask if he could get a voucher for gas to enable him to get home. He stopped by Travel first and discovered he was not eligible for any more reimbursements until he turned in his receipts. Feeling desperate and overwhelmed he threw down his VA ID card and noted he would not be needing it anymore, turned around and left.

Due to Keesha's (in Travel office) quick thinking, she quickly contacted me as his MHTC to inform me of his distress. While on the phone with her, the veteran came back in to Bldg. 114 to check back in with me. The admin clerk, Ritakay Youngblood, quickly called me and before I could get out to the lobby the veteran had turned around and headed to the parking lot. Kristin Jahnke, LCSW was near the front desk and quickly ran out to assess and attempt to de-escalate the situation. I quickly followed and was able to bring the veteran back to my office. Assisted veteran in participating in calming exercises and escorted him back to Travel office to get his ID and then over to Volunteer Services where he was warmly greeted by Tammy and Jake who offered him food, a gas voucher, and clothing if he needed it. Veteran accepted the gas voucher and food and shared his appreciation. Veteran was escorted back to his vehicle and was reminded that everyone needs help at one time or another. He shared his appreciation again and left feeling hopeful , with a plan to fill his gas tank to go home and eat the food he was given.

A big thank you to everyone who helped with this situation, and to everyone on the Boise VA team!

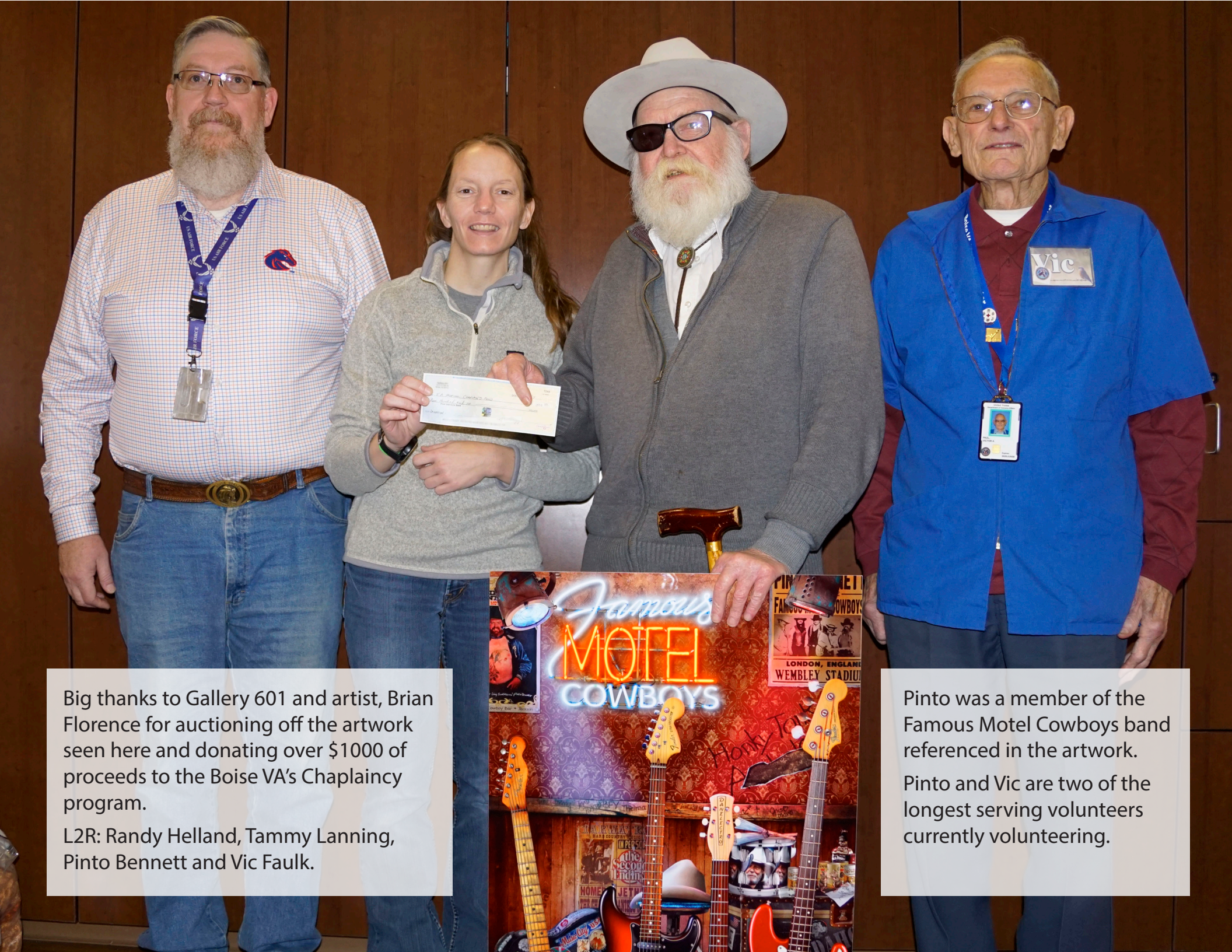
Trina Elsasser, LCPC

A big thanks to the musicians who have volunteered to play music for our veterans and staff. For info, or to volunteer contact Randy Helland.

Pictured left is Buddy DeVore and Michael King (USMC Veteran).

A big thanks to the musicians who have volunteered to play music for our veterans and staff.

Pictured above are: Dale Keys and the Down to the Wire Choir - Rob Matson, Dale Keys (USAF veteran), Kim Keys, Debra(last name not known) and Jake Hoffman (USCG veteran)



Big thanks to Gallery 601 and artist, Brian Florence for auctioning off the artwork seen here and donating over $1000 of proceeds to the Boise VA's Chaplaincy program.

L2R: Randy Helland, Tammy Lanning, Pinto Bennett and Vic Faulk.

Pinto was a member of the Famous Motel Cowboys band referenced in the artwork.

Pinto and Vic are two of the longest serving volunteers currently volunteering.

The Boise VAMC only allows service dogs in the facility.

Service dog imposters pose a serious risk to legitimate service dogs, and those who need them.

We've all seen a dog in the facility that doesn't look or act like a service dog.

When/if you observe a dog not behaving like a service dog please notify VA police, who will intervene. You can notify VA police about service dog imposters by calling x1122, or by emailing or Skyping a VA police officer you know is on duty.

Extreme instances of bad dog behavior can and should also be reported to the Disruptive Behavior Committee (link on Appman).

SERVICE DOG **IMPOSTERS**

Dr. Andrea Christopher

I am pleased to announce Dr. Andrea Christopher as the new Associate Program Director for the UW Boise Internal Medicine Residency!

Dr. Christopher is a general internist at the Boise VA Medical Center, a UW Internal Medicine Clerkship Site Director, an Assistant Professor with the University of Washington School of Medicine, and the immediate Past President of the Northwest Society of General Internal Medicine. She completed medical school at UW and was a PGY2 and Chief Resident at the Boise VA as part of the UW Boise Track before Boise became a separate residency. Dr. Christopher obtained her Masters of Public Health and completed a Fellowship in General Internal Medicine at Harvard before returning to the Boise VA in 2016 as faculty. She is passionate about teaching physician trainees about how to be thoughtful and holistic clinicians, as well as effective advocates for patients beyond the exam room. She enjoys sharing with medical students and resident physicians the joy of practicing primary care- where building meaningful, longitudinal relationships improves health outcomes for patients and provides purpose for physicians. She also works to translate her expertise as a health services researcher studying disparities in access to care into teaching physician trainees about how social determinants of health and health policy impact the clinical care of patients.

- Melissa (Moe) Hagman, MD, FACP

VA Boise VA Medical Center

American Heart Association®

life is why™

Go Red™ for women

NATIONAL WEAR RED DAY

FOR WOMEN'S *heart* HEALTH

FRIDAY, FEBRUARY 07, 2020

Join us on the front steps of Bldg. 67 on Feb. 7th at 12PM to take a group photo wearing red to show our suport for women's heart health!