

# BOISE

July 2018

# FRONT

The official newspaper of the Boise VA Medical Center



Women's Clinic nurse, Soledad McMillen, RN with daughter and niece, represented the Boise VA Medical Center well in the Boise 4th of July Parade.



NEW! INDOOR ADVENTURE PARK

**ROARING**  
springs  
water park®

**WAHOOZ**  
FAMILY FUN ZONE

**PINZ**

# SAVE ON ROARING SPRINGS, WAHOOZ & TRIPLE THE FUN TICKETS

## \$7 off with Online Discount Club

**Roaring Springs** Full Day Ticket (3 & under FREE)

**\$24.99**<sup>+tax</sup> (**\$7 off**)

**Triple the Fun** Roaring Springs/Wahooz Combo Ticket

**\$49.99**<sup>+tax</sup> (**\$5 off**)

**Wahooz** Ultimate Unlimited Fun Pass

**\$36.99**<sup>+tax</sup> (**\$8 off**)

**Wahooz Jr** Ultimate Unlimited Fun Pass

**\$31.49**<sup>+tax</sup> (**\$6.50 off**)

Buy Roaring Springs tickets at

[www.roaringsprings.com](http://www.roaringsprings.com)

Click on Roaring Springs, then  
Groups > Discount Club > Buy Now

Group Name: **vamedical**

Password: **familyfun** (all lower case)

Print confirmation (or show on phone).

Take to turn stile & enter waterpark.

Buy Wahooz tickets at

[www.wahoozfunzone.com](http://www.wahoozfunzone.com)

Click on Wahooz, then  
Groups > Discount Club > Buy Now

Group Name: **vamedical**

Password: **familyfun** (all lower case)

Print confirmation (or show on phone).

Take to Wahooz ticket counter.

For more information please visit [www.roaringsprings.com](http://www.roaringsprings.com) or [www.wahoozfunzone.com](http://www.wahoozfunzone.com)

(208) 884-8842

I-84, Meridian exit

(208) 898-0900



# RN Transition to Practice

The RN Transition to Practice (RNTTP) Program is a nationally supported residency for new graduate registered nurses (RNs). The RNTTP includes both clinical and professional transition elements. The mission of the program is to provide the RN Resident with an experience that will give additional training to enhance patient care at the bedside and to support development of professional behavior, critical thinking and leadership in the nursing profession. This mission is met through classroom instruction, real-time learning with a Preceptor and the completion of an Evidence-Based Project.

The Boise VA has been involved with the RNTTP Program since its inception in 2009, graduating RN's every year since 2010. This year the RN Residency Program graduates include: Crista Beck, ADN, RN; April Heyde, BSN, RN; Josh Maus, BSN, RN; Julie Tibbetts, BSN, RN; and Colton Zamora, BSN, RN.

Over the past year, the RN Residents met once a month, where classroom experiences included lectures from various and diverse disciplines such as Respiratory Therapy, AICD clinic, Infection Control and Behavioral Health. The group also participated in skills fairs, job shadowing and various simulation activities. Participants collaborated with each other in groups to develop and complete Evidenced Based Projects which were presented to Leadership and staff.. Ms. Beck, Ms. Tibbetts and Mr. Zamora's Evidence Based Project was entitled "Sleepless Days and Endless Nights: Shift Work Sleep Disorder and You!". Ms. Heyde and Mr. Maus's Project is entitled "Civility in Nursing: Improving the Workplace to Promote Nurse Retention and Veteran Safety". Look for the projects displayed on 2MS and SDU.

Please join me in congratulating the RN Residents on a job well done!



# SPEAK UP! FOR PATIENT SAFETY

## 2018 NCPS PATIENT SAFETY CULTURE SURVEY

### FREQUENTLY ASKED QUESTIONS

#### WHO SHOULD TAKE THE PATIENT SAFETY CULTURE SURVEY?

The 2018 VA NCPS Patient Safety Culture Survey (PSCS) will be distributed to all VHA employees within medical care facilities or outpatient clinics and mail order pharmacies. The PSCS is intended for facility and CMOP participants only.

#### WHY SHOULD WE TAKE THE PATIENT SAFETY CULTURE SURVEY?

Completing the survey is completely voluntary and your help in responding to the survey is very important. By voicing your opinion, you can influence your work destiny and assist all of us in making changes where needed. The PSCS provides facility leadership and staff with a way to measure their progress in building a culture of safety at their facility. The survey also enables facilities to compare their patient safety culture with other VHA facilities at the VISN and national level and to benchmark with non-VHA hospitals that participate in the AHRQ Hospital Survey on patient safety culture. VA leaders use the information from this survey to identify strengths and opportunities for improvement, set goals, and develop quality improvement plans.

#### ARE MY RESPONSES ANONYMOUS AND CONFIDENTIAL?

Yes. The survey is completely **confidential and anonymous**. NO PIV or identifying information is associated with your responses when NCPS receives the results. To **protect your anonymity**, the data collected will never be reported for any group with less than eight responses.

#### WHAT WILL HAPPEN TO THE RESULTS OF THE PATIENT SAFETY CULTURE SURVEY?

The aggregate national level results of the survey will be made available to VHA senior leadership in a summary presentation. Facility specific results of the survey will be made available to facility patient safety managers. The results of the assessment will be used by local organizations within VHA at the department level down to the facility level. In order to maintain individual **confidentiality**, no data from groups smaller than eight will be released.

#### WHO WILL SEE MY PATIENT SAFETY CULTURE SURVEY RESULTS?

NCPS is responsible for maintaining the **confidentiality** of the data gathered from the PSCS. No one outside the NCPS teams that developed the instrument will have access to the data for any group with less than eight responses.

#### WILL MY RESULTS BE TIED TO MY PERFORMANCE APPRAISAL?

No, your results are **confidential** within NCPS and will not be shared with anyone outside the team that developed the instrument. No results from a group smaller than eight will be shared. In other words, your privacy and **confidentiality** are secure.

#### IS THE WEB SITE SECURE?

Yes. The results will be stored in a protected database accessible only by NCPS staff authorized for data access.

#### HOW LONG DOES IT TAKE TO FILL OUT THE PATIENT SAFETY CULTURE SURVEY?

The entire PSCS should take about 20-25 minutes to complete.

#### HOW DO I SIGN-UP TO TAKE THE SURVEY?

The PSCS is scheduled to be administered August 27 through September 16. If you need more information, you may contact the VA National Center for Patient Safety at (734) 930-5890.

The National Center for Patient Safety (NCPS) Culture Survey will be opening up for Boise VA employee participation on August 27.

The survey is anonymous, confidential, and voluntary. Please let me know if you have any questions.

Thank you!  
Tammy Sanchez, MSN, RN, HACP, CPHQ  
Patient Safety Manager  
Boise VA Medical Center  
500 W. Fort St.  
Boise, ID 83702  
(208) 422-1000 ext. 7929

**THE PSCS IS ANONYMOUS, CONFIDENTIAL AND VOLUNTARY!**

# Yes, Staff Snooping of Medical Records is a Privacy Breach

When we use the word “Snooping” it appears clear that this would be a Privacy Breach; as the word itself implies that we are getting into something that we shouldn’t. But what about if we use the word “looking”? Is looking into a medical record a Privacy Breach?

For example, if someone sees a neighbor come into the medical center and, out of curiosity, checks the patient’s record to see why they are seeing a doctor.

Or what about if something happens in the community, such as a car accident or shooting, and you look at patient records after watching the news to find out what happened.

Are those Privacy Breaches? Yes. Although such incidents may seem harmless, they still constitute privacy breaches, as you are not involved in the treatment or care of the individual. Even if you don’t do anything with the information, once it has been accessed, it is a breach. Always remember that you should only be accessing information in the performance of your official job duties and assigned tasks, and that you should only be accessing the minimum necessary information.

Any Questions, please contact your Privacy Officer @ BOI  
PRIVACY OFFICERS





Local family enjoys a walk thru the campus.  
Photo submitted by Vicky Teigue

YOU ARE INVITED TO AN  
**OPEN HOUSE**

BOISE VA MEDICAL CENTER



For More Info Call Lisa at (208) 422-1900 ext. 4823

★ **NEW** ★  
**CARDIAC CATH LAB**

18 JULY 2018 - 9AM to 1PM  
BLDG. 67, Room 135



The Medical Center's new Cath Lab celebrated its opening on July 18th. Congratulations to everyone who contributed to this new service.

**Cath Lab Contacts**

Cath Lab Scheduling Line: x1561

Cath Lab Control Room: x4379

COU Nursing Line: x1147

Lisa Schlosser – Cath Lab Supervisor: x4823

Kelsey Babcock PA-C: (208) 866-0036

Dr. Steven Fonken: (208) 484-2220





**“BEFORE”**



**Employee Engagement**

**Supply Swap**



**“AFTER”**



# *Sprint Team and event support*

Employee	Service/Work Unit	Role
Stephanie Magdanz	Pharmacy	Leader
Nancy Mann	Nursing	Member
Lindsay Kaster	Pharmacy	Member
Sandy Caveney	Nursing	Member
Belinda Corbet	FMS	GEMS Coordinator, volunteer
Kennedy Meyer	Pharmacy	Board of Champions Mentor

*Thanks also to:*

- Norbert Duenas and the Housekeeping staff who assisted with the LRC room set up
- Corey Gibbs and the Logistics staff who managed “the remains”



Members of the V-IMPACT telehealth team and their family members sorted and packaged cherries for the Idaho Food Bank after work on Thursday! This is the first of many Telehealth team volunteer activities to come.

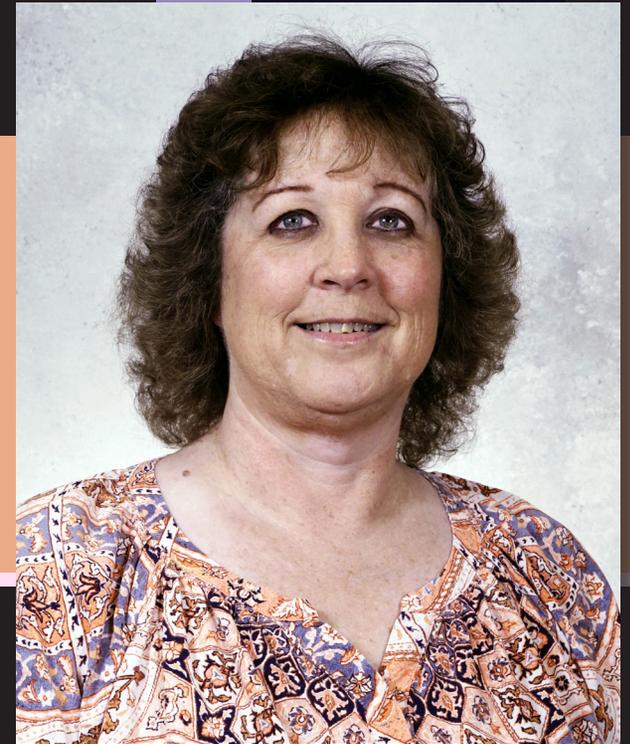
**VA**Boise VA  
Medical Center

# Rene Robertson

Health Administration Service

*'Employee of the Quarter'*

Qtr. 3 - 2018



Since joining the CLC in November of 2017 Rene has made a definite positive impact on the CLC. She has risen above and beyond in each and every task that she has been asked to complete.

The first impression that is made when a guest enters the CLC and the reception area. Ms. Robertson has taken a very cluttered area and within a very short time organized the space. This has important implications both for appearance and the confidentiality of Veteran's information. Rene is a friendly, welcoming person who always has a kind word and is ready to assist the Veterans.

Rene is proactive in her work tasks and anticipates the admissions to the CLC. She always has the paperwork ready even before the Veteran appears for admission. She is congenial, pleasant and helpful to the staff. Rene has put systems into place that guarantee that the Veterans who are admitted to the CLC always have a recognition certificate for their years served in the military. She has also taken over the updating of the bed board which she does in her usual efficient manner.

Ms. Robertson is also in charge of lost & found and is very concerned about the security of the items in her possession and attempts to find the rightful owners. Rene is an outstanding, reliable and competent HAS employee who is prompt, dedicated to the service of our Veterans and highly motivated.



# Theresa Fritz & Julie Orozco

Behavioral Health  
*'Employees of the Month'*  
July & August - 2018



Julie's work in both MHICM and the TRC is consistently passionate, efficient and effective. She demonstrates a positive attitude and is more than willing to help anyone at any given time. She routinely goes above and beyond for both her co-workers and the veterans we serve. She strives to improve her practice, often personally funding advanced trainings and different equipment needed to provide occupational therapy interventions. The Veterans she works with provide overwhelmingly positive feedback about their experiences and outcomes. Many people may not know that she is one of the few, or perhaps only, OT that offer a mental health placement for ISU and received Outstanding Field Work Educator of the year for ISU in 2013. She has always graciously volunteered her resources for all of BH and we are thankful for her each day!

I am a Veteran with bladder cancer writing to thank you. Special consideration goes to the Cancer Navigation Team at the Boise VA. Theresa Fritz, MSW and Melissa, RN have shown such support when I was a stranger to ID, coming from VA in Providence RI. They showed me compassion and empathy when I felt hopeless and disheartened facing cancer surgery and financial hardships. With their encouragement, professionalism and expertise, they reassured me and educated me about a special program, Tricare Choice, enabling me to get the treatment I needed outside the VA to survive this dreadful disease.





2018  
LEAD GRADUATION

The 2018 LEAD Class with leadership pose for a photo. (above)



Guest speaker, Superintendent of Public Instruction, Sherri Ybarra speaks to the audience about her experiences in leadership. (above)



Nate Stewart and Tom Hogan demonstrating that brothers don't just shake hands - brothers gotta hug! (left)



LEAD graduate and MSA, Margaret Bareither visits with family who came to support her. (above)

# LEAD Continued...

The Boise LEAD program held a graduation ceremony on Thursday, July 26th, 2018 in the LRC. The keynote speaker this year was, Sherri Ybarra, Idaho Superintendent of Public Education.

The following individuals received their LEAD Program completion certificates:

Alyssa Asdell	Medical Support Assistant, Health Administration Service
Margaret (Maggie) Bareither	Medical Support Assistant, Health Administration Service
Christina Hall	Diagnostic Radiology Technologist, Ultrasound, Medical Imaging
Kelly Helland	Medical Support Assistant Supervisor, Health Administration Service
Wendy Coffman	Clinical Social Worker, Boise VA MST Coordinator and Licensed Marriage & Family Therapist
Teresa Johnson	Health Technician, Surgery Service
Lisa Marconi	Registered Nurse, Home Based Primary Care Program Director
Amber Turba	Lead Medical Support Assistant, Health Administration Service
George Morris	Registered Nurse, RNOD, Nursing Service
Allen Willard	Homeless Program Community Employment Coordinator
Jason King	Purchasing Agent, Logistics Service
Brandi Willhite	Registered Nurse, Step Down Unit, Nursing Service
Julie Thompson	Program Support Assistant, Surgery Service
Travis Wingo	Registered Nurse, Clinical Educator, Education Service

As part of the ceremony, each of the participants were given the opportunity to speak about lessons learned, their take-aways from the program, and the new knowledge that they will use in their current jobs as they prepare for more responsibilities within the facility.

For the past six months, these individuals also had the opportunity to apply Lean process improvement principles while working on class projects that are expected to have real impact on how we care for our Veterans. Their projects include:

- Trainee on-boarding process;
- Veteran Orientation Materials;
- Lab Specimen Labeling;
- Facility Map Improvement.

# LEAD Continued...

Each project team will give a formal presentation of their findings and proposals to the Tetrad and Medical Center leadership for further consideration.

We'd also like to offer a special "thank you" to the following individuals that served as mentors for the LEAD program participants this year:

Mr. David Wood	Medical Center Director
Dr. Andrew Wilper	Medical Center Chief of Staff
Nate Stewart	Medical Center Associate Director
Angela Brothers	Chief Nurse Executive, Associate Director Patient Care Services
Nancy Daniels	Community Care Coordinator
Erin Martin	Assistant Chief, Health Administration Service
Dr. Alan Hines	Psychiatrist and ACOS/Performance Improvement
Daria Pori	Chief, Nutrition and Food Service
Sarah Anderson	Optical Fabrication Technician
Stacie Burtis	Chief, Health Administration Service
Susie Klepacki	Licensed Clinical Social Worker
Josh Bode	Veterans Justice Outreach Coordinator
Adele Smith	Administrative Officer to the Associate Director, Health Systems Specialist
Robyn Cruz	Clinical Pharmacy Specialist

Mentors are a critical component to the success of the LEAD program. Thank you Mentors!

Congratulations to this year's LEAD graduates!

The next LEAD course will begin in January 2019, with the application process starting at the end of August 2018. For more information please visit the LEAD program SharePoint site on the Education home page (<http://moss.boise.med.va.gov/edu/LEAD%20Program/Forms/AllItems.aspx>) or you can contact Donna Grant at extension 7378 or by e-mail [Donna.Grant@va.gov](mailto:Donna.Grant@va.gov). Also, consider contacting any of the LEAD graduates for their views on the program.

Enjoying some of the summer sun.  
Photo submitted by Dr. Robert McKie

