Colonel Bernard Fisher (left) was a Medal of Honor recipient who called Boise, Idaho home before he passed in 2014. Fisher earned the award for famously rescuing his fellow pilot, Major D. W. “Jump” Myers (right) who was hit and forced to crash-land. Under the cover provided by the other A-1s, he landed in the valley, taxied to Myer’s position, and loaded the downed airman into the empty seat all while under fire. Dodging shell holes and debris on the steel-planked runway, Fisher took off safely despite many hits on his aircraft by small-arms fire. You can watch a testimonial by Fisher here: https://www.youtube.com/watch?v=DhX17rXFVsM
**CORPORATE CLUB**

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

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>Original Price</th>
<th>Discount</th>
<th>Final Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roaring Springs Full Day Ticket (2 &amp; under FREE)</td>
<td>$25.99+tax</td>
<td>$7 off</td>
<td>$18.99+tax</td>
</tr>
<tr>
<td>Triple the Fun Roaring Springs/Wahooz Combo Ticket</td>
<td>$49.99+tax</td>
<td>$5 off</td>
<td>$44.99+tax</td>
</tr>
<tr>
<td>Wahooz Ultimate Unlimited Fun Pass</td>
<td>$36.99+tax</td>
<td>$8 off</td>
<td>$28.99+tax</td>
</tr>
<tr>
<td>Wahooz Jr Ultimate Unlimited Fun Pass (under 58&quot;)</td>
<td>$31.49+tax</td>
<td>$6.50 off</td>
<td>$24.99+tax</td>
</tr>
</tbody>
</table>

To purchase tickets go to:

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

Follow the links -

- Groups > Fun & Sun Corporate Club > Buy Now

Group name: **vamedical**  
Password: **funzone** (all lower case)

Print the confirmation or show on your phone.

Take your Roaring Springs confirmation to the turn stiles to enter waterpark.

Take your Wahooz confirmation to the Wahooz ticket counter.

For more information visit our websites.
The Boise VAMC would like to welcome our new employees who came aboard:

Timothy McAuliffe, FMS
Tiffany Reed, PALMS
Sonja Griffith, MSO
Mandy Lane, Nursing
Sean Spencer, Nursing
Mark Arnstam, Q&A
John Critchfield, SWS
Kirk Stadelmeyer, SWS
Matthew McCarthy, SPS
Justin Sparhawk, Surgery

Catie Conrad, AS&PS
John Grande, Education
Valene Ingle, HAS
Jeffrey Lin, MSO
Melissa Lavis, Nursing
Olga Pargas, Nursing
Amber Perkins, PALMS
Elise Talboy, PM&R
Ianitza Bankova, Telehealth
Audra Wilson, Telehealth
Hello’s

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

Aaron Jones, FMS
Jeffery Dzieczkowski, MSO
Julie Goodman, Nursing
Alicia M. Urness, Nursing
Brian R. Sharrard, FMS
Cigdem Hyder, BH
Valerie Brunner, Nursing

JulieAnn McDougall, PALMS
Jeffery Lowery, FMS
Andrew S. Ragland, HAS
Dr. Lawrence E. Brown, Telehealth
Perlita C. Burns, Lab
Christine Collins, Nursing
Jill Lindenberg, Nursing

Goodbye’s
EMPLOYEES OF THE MONTH JUNE

Dr. Anim-Appiah is a highly valued rheumatology physician at the Boise VA. He has supported the mission of the VA in numerous ways. He is an outstanding teacher and has recently been promoted to associate clinical professor at the University of Washington. He goes above and beyond in the following ways: He has done OPPE reviews for rheumatology at the Spokane VA. He has worked extensively with pharmacy and nursing to improve the use of biologic agents for rheumatology patients at the Boise VA. He provides rheumatology advice to the inpatient teams and also performs inpatient rheumatology consults. He is an accessible and helpful resource for rheumatology issues for colleagues and trainees. He has supported the Women’s Health Musculoskeletal Health Training Program by providing lectures on rheumatologic disease. He has worked extensively to improve workload capture in rheumatology. These contributions demonstrate the ICARE values of Integrity, Excellence, Advocacy, Respect, and Commitment.

Karen Bermensolo has been a dedicated 2M/S employee for five years. Although Ms. Bermensolo is designated as a part-time nurse, she is one who puts full-time effort in all she does at the Boise VAMC. She serves as a charge nurse, preceptor, and mentor on the med-surg unit. Ms. Bermensolo also serves as a DEMPS volunteer, an annual flu vaccinator for the facility, a VALOR nurse interview panel member, and is a LEAD graduate who consistently strives to gain more professional knowledge in order to better serve the veterans. Ms. Bermensolo is committed to the delivery of safe, efficient, and high-quality patient care on the 2M/S inpatient unit and mentors her peers to serve veterans in the same way. Ms. Bermensolo keeps the VA mission at the forefront, making veterans her #1 priority.

Amy went the extra mile to get a veterans’ needs met. She contacted RN clinic manager to assist with a patient complaint. RN was able to contact the veteran and his daughter and get an appointment for the veteran the next day. By doing this the veteran was seen, a complaint was resolved, and the veteran was happy with the service provided. Her actions created teamwork and veteran advocacy.
In April, 2019 a VERY LARGE order consisting of EXTREMELY LARGE order of Aesculap metal processing pans arrived for Sterile Processing but it was an order so large that SPS staff could not unload all of the items and maintain their regular processing workload. OR staff came to the rescue and worked an entire day supporting SPS staff through the unloading and storage process.

In their efforts to be supportive of SPS, OR has also bought lunches for the group and revised or developed over 300 SOP’s for SPS. It is actions like these that demonstrate the ICARE values for our organization and illustrates the dedication of staff to not only the veterans we serve but our internal customers as well.
Dan Bodam often goes above and beyond to support the medical center. He gives excellent direction to his crew, ensuring the hospital is operating at its fullest capacity. When emergencies arise (often in the world of HVAC), he has always been quick to respond - whether he is currently at work.

He has taken on a project to replace many of the faucets across campus to be able to increase the temperature of the hot water, which reduces the risk of legionella in the hospital. This has been a duty that the HVAC section has taken on above and beyond their required PM and repair work and Mr. Bodam has been moving through the project with impressive speed despite their workload. Mr. Bodam has also been a great advocate for the employees in his section.
The VA MISSION Act of 2018 empowers employees. It also strengthens VA’s care nationwide.

The MISSION Act:
• Improves ways to hire staff and keep staff onboard;
• Creates “Anywhere to Anywhere” telehealth linking Veterans with their care teams across state lines;
• Allows VA to lead with cutting-edge technology;
• Enhances VA as a leader for U.S. health care.

We are proud to serve our Veterans!
The MISSION Act puts Veterans at the center of care to coordinate their care whether it’s at a VA facility or in partnership through a community provider.

The VA MISSION Act:
1. Improves community care
2. Expands eligibility for Caregiver Support
3. Enhances VA’s ability to recruit and retain top notch employees
4. Strengthens VA’s building infrastructure

VA’s High Quality of Care:
• A 2018 RAND study found VA health care performed similarly or better than the private sector. The study was issued by an American nonprofit organization that analyzes national inpatient and outpatient quality of care measures.
• A 2019 Dartmouth College study found the Veterans Health Administration (VHA) may provide better care than the private sector in every local area. It also found VA health care was significantly better than non-VA care in 14 out of 15 quality and patient safety indicators.

Access to Care – VA offers same day services for Mental Health and Primary Care at all sites across the country.

Improves Community Care – The MISSION Act streamlines VA community care programs making it easier to navigate, for Veterans, their families, community providers, and VA employees.

Expand Eligibility for Caregiver Support - The MISSION Act expands eligibility for VA’s Caregiver program. It will now include eligible Veterans from all eras of service. The expansion will occur in two phases. The first starts with those who were injured on or before May 7, 1975. Further expansion will occur two years later. The expansion timeline is still under development.

Strengthen VA’s Infrastructure - The Asset and Infrastructure Review (AIR) process in the MISSION Act will provide VA the necessary flexibility to improve older buildings, bringing them in line with modern standards to help us support news and high tech equipment.

Strengthen VA’s Ability to Recruit and Retain - VA is focused on recruiting top notch health care experts to ensure Veterans are receiving the care they have earned. This Act will allow for a new scholarship program, greater access to VA’s education debt-reduction program and improved flexibility for providing bonuses for recruitment, relocation and retention.
Q1. What is the VA MISSION Act?
A1. The VA MISSION Act is legislation passed by Congress and signed into law on June 6, 2018. Through this VA will need to make changes in several key areas including:
• Streamlining and Improving Community Care,
• Establishing a new Urgent Care benefit,
• Expanding Caregivers Eligibility,
• Strengthening VA’s Workforce,
• and Strengthening VA’s Infrastructure.
Through the MISSION Act, VA has additional opportunities to enhance our high-quality health care to our nation’s Veterans.

Q2: What does the MISSION acronym stand for?
A2: M - Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION).

Q3. Is the MISSION Act about privatizing Veterans’ health care?
A3. No, it’s not about privatizing VA. The MISSION Act is designed to strengthen and improve VA’s high-quality health care system.

Q4. What does the MISSION Act encompass?
A4. The MISSION Act legislation contains more than 50 sections intended to strengthen and improve VA’s ability to deliver world-class health care. As this is complex and will take place for several years, we have a visual graphic depicting how it will work. You can find the handout at this link: https://www.va.gov/oei/docs/MISSION_Act_Placemat.pdf.

If you’re interested in learning more you can read through the handout entitled MISSION ACT 101: How the law will improve VA’s ability to deliver world-class health care to Veterans” on VA’s VAntage Point blog located at: https://www.blogs.va.gov/VAntage/56414/mission-act-101-how-the-law-will-improve-vas-ability-to-deliver-health-care-to-veterans/.

Q5: How will the VA MISSION Act improve Community Care?
A5: VA community care programs have grown in number and complexity through the years, making them complicated. The MISSION Act streamlines and improves VA’s community care programs, providing Veterans better customer service when receiving community care.

Q6: How will the VA MISSION Act expand Caregivers Eligibility?
A6: The VA MISSION Act expands eligibility for Veterans who have family members serve as their caregivers. Right now, the Caregiver program is only available to eligible Veterans who were injured on or after September 11, 2001. But, the expansion under the MISSION Act will open the program to eligible Veterans and their caregivers from all eras.

Q7. What are the key benefits for recruiting and retaining high quality staff under the MISSION Act?
A7. Key benefits for employees under the MISSION Act include:
  o Providing several options to help recruit and retain employees through an expanded education debt reduction program,
  o Improving flexibility for recruitment bonuses,
  o Allowing for relocation and retention pay so we can keep high-quality medical professionals,
  o Piloting a scholarship program for eligible Veterans to receive medical training in return for serving in a VA hospital or clinic for four years.

Q8: How will the VA MISSION Act strengthen VA’s Infrastructure?
A8: Many VA buildings are nearly 60 years old and half of them were built before 1920. We need ways to ensure we can keep up with the changes to technology and building improvements as we modernize our systems. That’s why the MISSION Act offers reviews and plans to help VA better manage its infrastructure.

Q9. When will the MISSION Act be implemented?
A9. VA is already developing processes for a multi-year effort, including plans to keep all of us informed each step of the way. We are excited to improve access to VA’s high-quality care and reaffirm our commitment to America’s Veterans.

Q10. How will the MISSION Act benefit Veterans?
A10. The MISSION Act empowers Veterans and enhances care options. VA will:
  • Continue to be a trusted, caring partner
  • Meet Veterans where they are, with the right care at the right place and the right time
  • Provide telehealth in their home, in a VA facility, or in the community
  • Focus on providing an excellent experience for Veterans and their families.

Q11. How will the MISSION Act benefit VA staff members?
A11. The MISSION Act empowers employees and strengthens VA care nationwide. The MISSION Act:
  • Improves ways to hire staff and keep staff onboard
  • Creates “Anywhere to Anywhere” telehealth linking Veterans with their care teams across state lines
  • Allows VA to lead with cutting-edge technology
  • Strengthens VA as a leader for U.S. health care

Q12. Where can I find the full text of the MISSION Act?
A12. You can read the MISSION Act online at this link: https://www.va.gov/oei/missionAct/index.asp.

Q13. How can I find out more about the MISSION Act?
What Happens in Privacy.

Don’t gamble with personal information. Before you click ‘send’ on an email containing VA PII, verify that the intended recipient is correct and encrypt the email using a VA-approved encryption method.
Theme of the Month: Focus on Front Line Staff and Care Processes

Front Line Prevents Potential Harm

Scenario/Context: While editing a patient's medication profile Todd Loge, a Clinical Pharmacist, recalled a recent medication change that was not noted during the patient transfer.

Action: Todd spoke up and took action about why the specific medication order was not reflected during the patient transfer.

Results: His actions contributed to the development of a new patient transfer process to prevent future errors and avoid patient harm.

HRO Principle: Front line staff, clinical and non-clinical, are mindful of all people, processes and systems that impact patient care.

“Sometimes, it’s only due to the vigilance of a staff member that a patient avoids suffering an adverse event. We can learn how to prevent future problems and improve our care systems by examining each close call reported.”

Kathleen Wilcox, R.N., M.S.N., Facility Patient Safety Manager

Todd Loge, Clinical Pharmacist, presented with a Good Catch Award.

For more information, visit: http://bit.ly/HighReliability_sp  
Big thanks to everyone who helped support protecting patient privacy by ‘keeping a lid on it’!
American Red Cross is looking for a new Blood Site Coordinator for the Boise VA, if interested please contact Mary Black at ext. 4220.

July Blood Drive is now open for donation. SIGN UP NOW! 30 Seats Available

Boise Veterans Administration Medical Center
Date: Tuesday July 30th, 2019
9:00 AM-2:00PM

Mountain Cove High School Gymnasium
911 Mountain Cove Rd. Boise 83702

Register online at:
http://www.redcross.org/blood
Sponsor Code: BVA

Contact Information: Jay Bartram VBA 429-2213
Congratulations to the first cohort of the EDGE Program!

The following individuals received their certificate of completion on Thursday, June 19, 2019:

Allicia Arredondo
Marie Beeson
David Buhner
Rebecca Edens
Oscar Johnson
Maria Minic
Tiffany Nelson
Merenci Osborne
Dianna “Chrissy” Sliwinski
Angela Wiendahl
Aaron Zechmann

The courses covered in this 6-week program included: Creating a Personal Development Plan (PDP) Professional Conduct Email Etiquette Resume Development Professional Writing Communication Styles Performance Based Interviewing Skills & more

We will begin accepting applications for the September session on July 8, 2019

For more information and to download an application go to the Education SharePoint site. You can also contact Donna Grant by email Donna.Grant@va.gov, by phone, extension 7378 or in Building 54, Room 114.
The Boise VAMC recently initiated the Final Salute Project, where staff take a moment to honor the Veteran who passes away while hospitalized. The project respects Veterans who have passed through several aspects: Staff place the U.S. flag over the patient door to notify only designated staff to enter the room; Staff can sign a newly designed sympathy card for family members which includes resources for the grieving process. The Veteran is escorted out with a patriotic bed cover that resembles the U.S. flag, and as the Veteran departs the unit an announcement is made on that specific unit to invite former service members to offer a Final Salute and other family or staff to place their hand over their hearts. The song “Taps” is played as the Final Salute occurs at the nurses’ station as the Veteran leaves the unit.

Since the project started in April, the Boise VAMC staff has honored four Veterans with The Final Salute. One of these Veterans had family members present, who were very appreciative of the announcement and “Taps.” Staff have responded positively to the new efforts as well, stating it is “very meaningful,” and “nice to take a moment to pause and honor the Veteran.”

Boise VAMC staff have been able to make The Final Salute happen through the Employee Engagement Program. Jeanette McMillan, a Registered Nurse, submitted this idea to the program. She currently works in the ICU and saw the need after working with several Veterans who had lost their final battle or had transitioned to hospice. Her idea was based off the current practice of the Community Living Center Willow residence, where the U.S. flag is placed over the door and a ceremony occurs after a patient passes away. Ms. McMillan learned other VAMCs across the country are also partaking in their own version of The Final Salute. She was in communication with the Overton Brooks VAMC in Louisiana to learn more about what processes had worked for their Final Salute project. Overall, the Boise VAMC team utilized the same patriotic gurney cover the OBVAMC was utilizing.

The Boise VAMC team members for the project were Jeanette McMillan, JoAnn Ferro, Meghan Leis, Martin Janssen, and the Board of Champion members were Melissa Maury and George Morris. As a team they discussed what would work best for inpatient areas of the hospital to outline how to make these changes function.
The team would like to thank Dr. Paula Carvalho, who was an enormous supporter of this project by generously donating all the supplies needed to make this happen. She purchased for the Boise VAMC a new patriotic gurney cover, three flags for the doorways, and three CD players.

This project has made an impacting change on Veterans, family, and staff members involved. If you have any feedback regarding this project, please reach out to any of the team members listed above.

If you are a staff member and have an idea for Employee Engagement, please submit your ideas to BOIEmployeeEngagementIdeas@va.gov
**PLEASE READ – IMPORTANT**

Please follow these steps to copy favorites to your U: drive:

1. Open APPMAN – right click Help *(left handed mouse left click) – choose Backup.
2. Your favorites and desktop files will be copied to your U: drive in a folder named Backup.
3. After receiving a replacement computer - open APPMAN – right click Help *(left handed mouse left click) – choose Restore.

Notice: If you backup from multiple computers, only the most recent backup is retained. Restore from the primary computer before performing the backup from another computer.

**Device Options**

Devices will be replaced with a similar type to what you currently have. There will be a quick evaluation to help determine your computer needs. There is a one device policy that will be strictly adhered to. All mobile devices require the appropriate approvals and agreements be in place before delivery. The mobile devices will be signed for upon delivery.

**Standard and Non-standard Software**

The list of standard software installed on Windows 10 is summarized on the back of this flyer and is available at: [https://vaww.eie.va.gov/SysDesign/CS/Lists/Application%20Standards/Applications%20(All).aspx](https://vaww.eie.va.gov/SysDesign/CS/Lists/Application%20Standards/Applications%20(All).aspx).

If the software you need is NOT included on this list, please let us know so we can make sure it gets installed!

**Remote User System Replacement**

If you are a 100% Remote worker, you will be receiving notification of scheduled dates and times available to come-in and swap computers. You will bring in all assigned equipment (including all monitors, docking stations, laptop or desktop, headsets and cables), sign a new agreement, and leave with all-new equipment. It is important that all needed software is requested and installed in advance and you arrive during the scheduled window.

**Encryption Change**

All Windows 10 systems will be deployed using Microsoft BitLocker encryption with TPM and no longer requires registering your PIV card with Symantec Endpoint Encryption.

**Login Change**

All Windows 10 systems support PIV Card login. When the PIV card is inserted, the computer may still show the name of the last user that logged in, even if they are no longer logged in. Enter your PIN when the PIV is recognized, and the system should load your profile and the other user’s name will disappear.

If you have any issues after receiving your new equipment, enter your IT ticket at [https://yourit.va.gov/va](https://yourit.va.gov/va) or call the National Service Desk at ext. 1121 or 1-855-673-4357 (HELP)

Contact Boise VAMC Windows 10 Deployment team BOIWIN10@va.gov with questions, concerns, or feedback regarding this flyer or process.
The standard VA Windows 10 deployment includes these popular software titles:

- Adobe Acrobat Reader DC
- Cisco AnyConnect VPN
- Citrix Receiver
- CPRS
- Google Chrome
- McAfee Antivirus
- Micro Focus Reflection Desktop Pro
- Microsoft Access
- Microsoft CMD Command prompt
- Microsoft Edge
- Microsoft Excel
- Microsoft InfoPath 2013
- Microsoft Internet Explorer
- Microsoft Internet Explorer (Windows 10)
- Microsoft Notepad
- Microsoft Office 365 Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Word
- Microsoft OneNote
- Microsoft Outlook
- Microsoft Photos
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Snipping Tool
- Microsoft Video Editor
- Microsoft Visual C++ Redistributable
- Microsoft Windows File Explorer w/ Search
- Microsoft Word
- Microsoft WordPad
- Oracle Java 8
- VistA (Veterans Health Information Systems and Technology Architecture)

Is your software not included? The list above is what everyone gets with Windows 10. Other software titles might be available if required for your job, including: Adobe Acrobat DC, Autodesk AutoCAD, Fujitsu ScandAll Pro, GLOBAL ClearSteth, MS Project, MS Visio, MS Visual Studio, MS SQL Management, Nuance Dragon NaturallySpeaking or Medical, SAP Crystal Reports, Tableau, and others.

Please complete the accompanying Questionnaire ahead of time, along with identifying IT requirements to discuss with your Windows 10 OIT Deployment contact when they meet you to collect the Questionnaires. THANK YOU!
Want to enjoy more than one Theme Park per day? Choose the Park Hopper® Option. With so much to see and do, you’ll love the ability to come and go from Theme Park to Theme Park on the same day.

- Magic Kingdom® Park
- Epcot®
- Disney’s Hollywood Studios®
- Disney’s Animal Kingdom® Theme Park

Make a splash at a Water Park, tap in a hole-in-one, or catch live sporting events! This option provides you with a certain number of admissions based on the length of your ticket. Visit one or more of the four theme parks for each day of the ticket and for each admission you can choose the same number of Plus visits to any of the following:

- Disney’s Blizzard Beach Water Park
- Disney’s Oak Trail Golf Course
- Disney’s Typhoon Lagoon Water Park
- Disney’s Fantasia Gardens Miniature Golf Course
- Disney’s Winter Summerland Miniature Golf
- ESPN Wide World of Sports Complex

Ticket and options must be used within 14 days of first use. Visiting more than one Theme Park on the same day requires the Park Hopper® Option. Number of visits based on number of days of ticket. The first day of use must be on or before December 31, 2019. Water Parks subject to closure for rehabilitation, seasonal and weather closures.

Tee times required and subject to availability. Green fee for one round of golf.
JUST IMAGINE...
One can per person each day of this campaign?
Can you meet that challenge?

The Boise VA Medical Center
2019 Food Drive
Do Right and Feed Everyone
June 26th to August 9th

Feds Feed Families VA Website: https://vaww.va.gov/ohrm/FedsFeedFamilies/

Please contact Cindra Goldenstein (ext. 7667 or 1211) or boibenefits@va.gov with any questions.

Let’s try to beat the 2018 numbers! Thank you all so much for your support in ending hunger in our communities!