



BEWARE OF MOTHER GOOSE!



Canada geese are territorial and can be a danger to passerby's when nesting. Please be mindful and attentive while walking around campus this spring. You should not feed the geese. Avoid nesting areas to limit the chance of interactions

To prevent/stop a goose attack:

- Stare down your attacker. Canada geese have excellent vision and will be able to perceive where you are looking and how you are reacting to them. Do not close or squint your eyes.
- Slowly back away. Don't turn your back, or stop looking at the goose. Use your peripheral vision to guide you around obstacles in your path.
- Do not act hostile, remain neutral in your demeanor. Do not hit, kick or swing at the goose. This will only agitate them more, and may even bring the female off her nest to support her spouse in the attack. If you remain neutral, you are less of a threat.
- If the goose flies towards your face, duck, duck or... (don't goose), move away at a 90 degree angle to the direction of flight still facing your attacker.

The best solution is to take precautions so that Canada geese and human interactions are limited.

NOTE: Canada geese are protected under the Migratory Bird Act. It is against the law to bring harm to any Canada goose, gosling or egg, which is why it is important to understand the behaviors of the geese.

Social Work Month 2017

This March we celebrate National Professional Social Work Month. The theme, "Social Workers Stand Up," was chosen by the National Association of Social Workers because it embodies the true spirit of the social work profession and applauds the fact that "Social Workers stand up for millions of people each day." This celebration recognizes the work done by countless social workers who stand up for individuals and families to improve lives and communities and protect those who are most vulnerable. Social workers across the nation stand up to protect and advocate for those struggling with poverty, mental illness, substance abuse, homelessness and more.

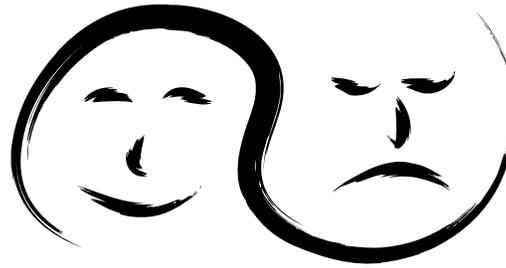
Here at the Boise VA Medical Center, Social Workers stand up for Veterans and families in many different ways to focus on improving lives of Veteran patients. Social workers provide a wide array of services, including therapy and crisis intervention in the ER, behavioral health clinics, residential treatment setting and inpatient psychiatric unit. In addition to this, social workers are key players in discharge planning and case management for Veterans in both inpatient and outpatient settings. Social workers actively assist Veterans and caregivers to access resources that can ease the strain for aging Veterans, help Veterans to better cope with illness, and live their lives with the dignity that they deserve. Social workers provide current evidence based treatment to Veterans experiencing PTSD, substance abuse and other mental health concerns at various levels ranging from outpatient care to residential treatment. They advocate to ensure equal rights for all Veterans accessing care at the Boise VA and in the community. Social workers help Veterans and families experiencing homelessness to find safe and suitable housing options. They also provide education and advocacy to Veterans experiencing legal problems. Across all areas and in all facets of the Boise VA, social workers are standing up for Veterans to promote health and recovery.

On March 16th, Social Workers from all programs here at the Boise VA gathered for a taco bar celebration and participated in a CEU Ethics training titled "A Comparative Review of NASW and NGA Code of Ethics."

Please join in celebrating the contributions of social workers during National Social Work Month!



Hello's



Goodbye's

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

Toby Biery, FMS
Nathan Wallin, Nursing
Tesia Multanski, Nursing
Elizabeth Larsen, Nursing
Erica Grzenda, PALMS
Angela Nakashima, Telehealth HUB
Adriana McCulloch, VCS
Samuel Suh, Voluntary
Heather Isaacs, Nursing
Russel Ware, SPS

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

Tonia O'Day, Telehealth
Matthew Rogers, Telehealth
Brenna Butler, Nursing
Lee Wright, HAS
Isabel Bruce, Nursing
Jose Sanchez, HAS
Sherie Isaacson, Directors
Denise Feltenberger, Social Work
Maria Suarez, Nursing
Laura Marcucci, HRMS



LIBRARY OF
CONGRESS



VETERANS HISTORY PROJECT

WHAT IS THE VETERANS HISTORY PROJECT?

The Library of Congress is endeavoring to record the personal history of as many of our veterans as possible. We at the Warhawk Air Museum are assisting in this worthwhile project by conducting video interviews of veterans on site at the museum. Interviews may be conducted in the residences of home bound veterans. As a matter of fact, the Warhawk Air Museum has just completed its 1000th interview!! The interview process itself takes approximately one to two hours depending on the veteran's individual history. The interviewer will guide the veteran through the process in a relaxed setting. The veteran may and should bring anything they wish to include in the video interview such as pictures, personal displays, badges, ribbons, or any other mementoes of their personal life and /or service experience. There are no scripted answers to any questions the interviewer may ask ---This is your story!

Upon completion of the interview, the video is edited, personalized, and the veteran is given a DVD Copy as a gift at no charge. Another copy is sent to the Library of Congress and a third copy is kept on File at the museum. Veterans can purchase additional copies through the museum for a small fee. This interview makes a wonderful personal history to pass on to your family. If you would like to be Interviewed, simply call the museum at (208) 465-6446 and ask for a VHP application. Upon receipt of the application, you will be contacted and a convenient date for your interview will be set. VA Employees can pass this information on to interested veterans, or contact Ron Anderson at ronald.anderson2@va.gov, for further questions.

Thank you for your consideration, and we hope you will join us in this worthwhile endeavor.

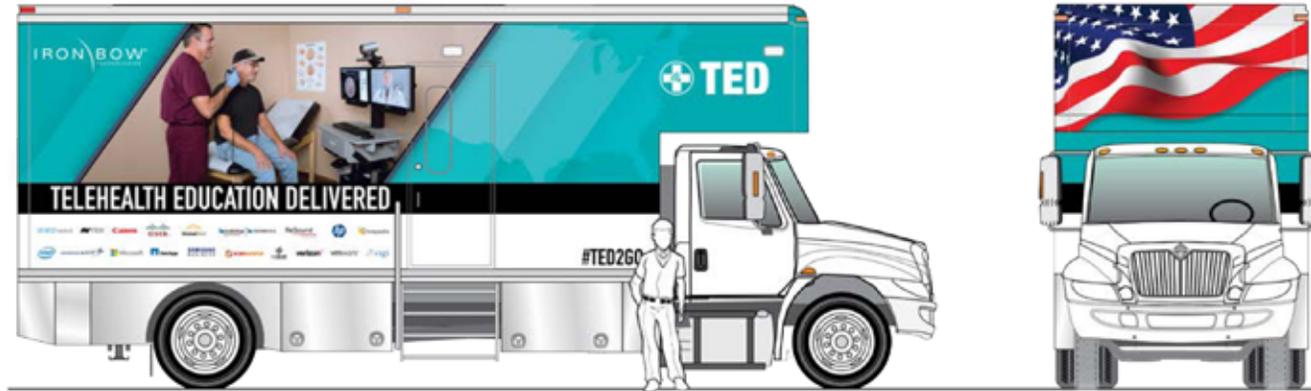
TELEHEALTH EDUCATION DELIVERED



IRON BOW
TECHNOLOGIES

WHO IS TED?

Telehealth Education Delivered (TED) is a vehicle equipped with technologies that enable facilities to provide education and training on a range of telehealth and patient care solutions.



TED will show solutions in many areas including:

- » Mental Health
- » Rural Health
- » Education
- » Wound Care
- » Audiology
- » Primary Care
- » SCI
- » HBPC
- » Patient Care
- » Retinal Imaging
- » IT/Facilities
- » Non Invasive Cardio
- » CVT
- » SFT
- » Home Based
- » Dermatology
- » Women's Health
- » Rehabilitation

VISIT TED AT YOUR LOCATION

Date: May 19th, 2017

Time: 11a.m - 3 pm

Location: CLC parking lot over by the Eye Clinic (building 6)

SPONSORING PARTNERS



Privacy Matters

Protections You Didn't Know You Had

VA manages vast amounts of personally identifiable information that if breached could do significant harm. Keep in mind, information routinely collected about Veterans and employees can also include information about beneficiaries, friends, relatives and former colleagues that were contacted for security clearances.

All VA employees are responsible for understanding and adhering to applicable privacy law and VA policy in the appropriate handling and safeguarding of privacy-protected information. Failure to do so could lead to disciplinary action up to or including civil or criminal penalties for willful or egregious acts.

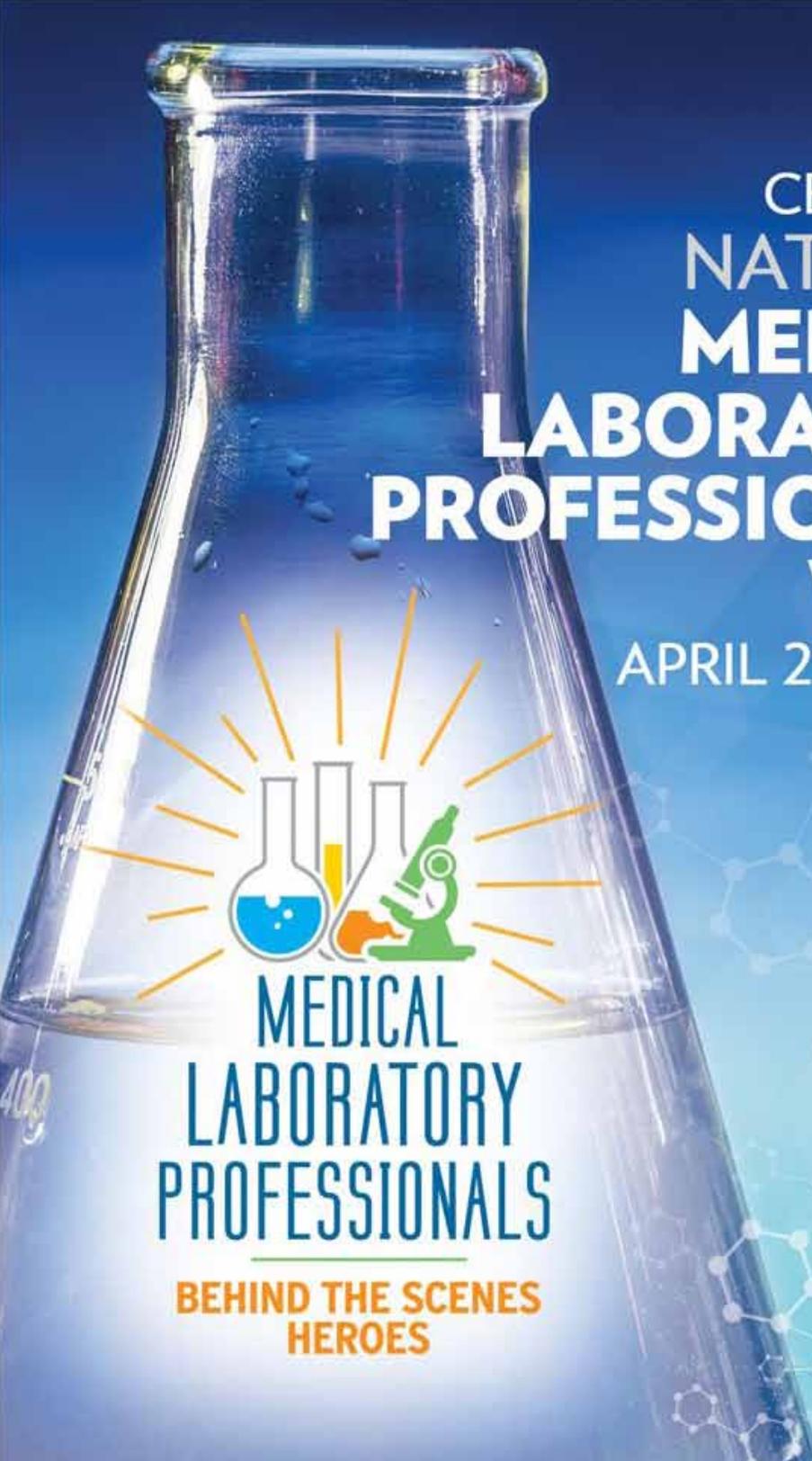
Did you now that we conduct privacy audits on a regular basis to ensure employees and contracted staff comply with VA Privacy policies and federal laws, and regulations? These audits are conducted electronically and in person through rounds and discussions with patients and staff.

Even with numerous privacy mandates and continued guidance from our leadership, we know that no one is perfect. Privacy incidents occur. However, it is important that we prepare and acknowledge all deficiencies and work to improve them.

If you have any privacy concern(s) you should report them immediately to your Privacy Officer; even if you're unsure if it is truly a Privacy incident.

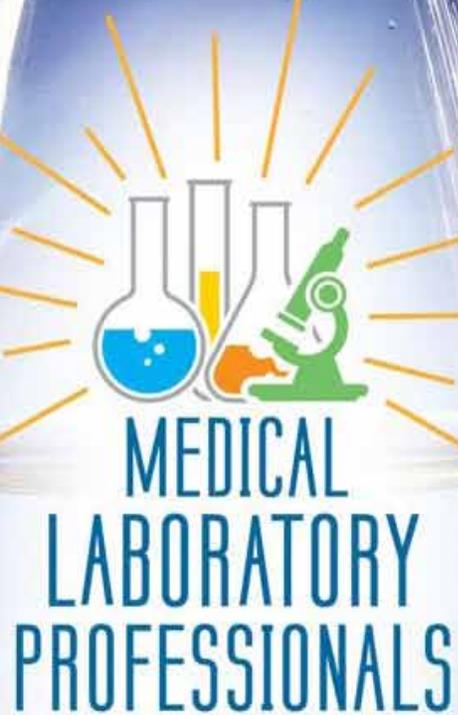
Privacy/FOIA Officer for the Boise VAMC is Erin Martin 422-1031





CELEBRATE
NATIONAL
**MEDICAL
LABORATORY
PROFESSIONALS
WEEK**

APRIL 23-29, 2017



**BEHIND THE SCENES
HEROES**



Chris Mangini

Volunteer of the Month March 2017

Chris Mangini was born in Santa Barbara, CA and attended local schools there through junior college. He continued his education to complete a MA in Systems Management from USC. He served in the US Army for five years in ADA and an additional 8 years as an active reservist.

As a civilian he worked in several fields including teaching school and HR administration with aerospace and banking firms. Chris and his family moved to Spokane, WA in the early '90's.

He and his wife, Suzette, settled in Boise in 2013. Chris and Suzette have 5 children and 8 grandchildren. He has enjoyed working as a shuttle driver for the Boise VA and feels an obligation to provide a service to those veterans who have given so much to our great country.

He has been driving for a year, but already has 200+ volunteer hours. It's great to have Chris here helping the Veterans get to their appointments!



EARTH DAY

Earth day, founded by Senator Gaylord Nelson in 1970, is celebrated annually on April 22nd, a day when we pause to think about the environment. Now more than 190 countries participate in Earth Day events.

In 2016, Earth Day began working toward an ambitious goal of planting 7.8 billion trees by its 50th anniversary in 2020. It is felt that this will make a significant and measurable impact on the earth and will serve as the foundation of a cleaner, healthier, and more sustainable planet for all.

Why trees?

Trees help combat climate change.

They absorb excess and harmful CO₂ from the atmosphere. In fact, in a single year, an acre of mature trees absorb the same amount of CO₂ produced by driving the average car 26,000 miles.

Trees help us breath clean air.

Trees absorb odors and pollutant gases (nitrogen oxide, ammonia, sulfur dioxide and ozone) and filter particulates out of the air by trapping them on their leaves and bark.

Trees help communities.

Trees help communities achieve long-term economic and environmental sustainability and provide food, energy and income.

On this earth day remember:

- Recycling, reuse and remanufacturing accounts for 3.1 million jobs in the US
- Recycling saves 3 to 5 times the energy that waste incinerator power plants generate.
- It only takes about 6 weeks total to manufacture, fill sell recycle and then remanufacture an aluminum beverage can.

“The environment is where we all meet; where we all have a mutual interest; it is the one thing all of us share.”

Lady Bird Johnson

Earth Day Booth

April 21st 11:30am to 1:30pm
Bldg. 85 Elevator Lobby

150 Free Trees
Test your knowledge for a chance to win a prize!



224 TREES SAVED

During FY16 the Boise VAMC purchased 20% less paper than in FY15. That is 373 fewer cases or 1,865,000 less sheets of paper. One tree makes 8,333 sheets of paper, so that equals 223.8 trees saved!

Patient Safety Essentials: Patient Safety Week

In collaboration with the National Centers for Patient Safety, the Boise VA Medical Center has made a commitment to patient safety. Together with other organizations through the Nation, we placed an enhanced focus on patient safety in recognition of Patient Safety Awareness Week, March 12-18, 2017.

Although we used this week in March to celebrate our patient safety achievements and increase awareness, safe care is our organization's focus, 24-hours a day, 7-days a week, 365-days a year. The celebration was kicked off with a message from Boise VA Medical Center Director, Mr. David Wood, thanking staff for providing veterans with high quality, safe patient-centered care.

Throughout the week, the VA National Center for Patient Safety hosted webinars on various patient-safety related topics that staff were free to participate in. If you missed a presentation or just want to see what was offered, there is a link on the Patient Safety SharePoint site where you can review the presentation slides: <http://moss.boise.med.va.gov/am/SitePages/Patient%20Safety.aspx>.

Root Cause Analysis

What is a Root Cause Analysis? A Root Cause Analysis (RCA) is a tool to help identify what, how, and why something happened, thus preventing recurrence. A RCA focuses on systems and processes rather than individual performance.

Because our Culture of Safety is based on prevention, not punishment, RCA teams investigate how well patient care systems function. We focus on the "how" and the "why" ?...Not on the "who".



The goal of the RCA process is to find out:

1. What happened.
2. Why it happened.
3. What to do to prevent it from happening again

The Boise VA Medical Center would like to recognize and thank the following individuals for their participation and active collaboration on a recent RCA:

Ben Biery (Step Down Unit Nurse Manager), Kalei Sandercock (2 M/S RN), and Angie Birkle (2 M/S CNA).

Recent RCA Systems Issues Lessons Learned:

- To promote successful integration to care team, evaluate process for transitioning new staff to full care responsibilities.
- Policy and Procedure requires vital signs to be taken once per shift which may allow an increase in likelihood of a delay in recognition of abnormal findings.

Based on the systems issues lessons learned, an action plan was put into place to address the gaps identified that will ultimately improve patient safety.

If you are interested in participating in a RCA, please call Tammy Sanchez, Patient Safety Manager, at extension 7929.



Gear Up for 2017 VA Bike Week April 22 thru April 28, 2017

The goal of VA Bike Week is to inspire staff to try biking to work. Last year we had challenged the Buffalo VAMC to see which facility could have the greatest increase in bike commuters during our Bike Weeks. We were so successful with our 33% increase that our challenger dropped out. (Not really, conflicts prevented them from putting on a bike week). This year we have big plans to make this event in better. Last year, even with the chip sealing, we recorded 289 miles bike commuted during VA Bike Week. This year, let's see if we can make it over 300 miles.

See the 2016 bike survey results (below) for inspiration and information on gear you may need to bike to work.

"VA Bike Week Activities"

Featured Bike Commuter articles—Watch for emails featuring bike commuters starting now through the end of bike week.

Mark the Map—Look for the city map in the main corridor leading to the Canteen. Mark your bike commute starting point on this map with a dot sticker.

Bike Survey—Watch for email with the Bike Commuter Survey. Information gathered from this survey will be used to inspire others to give bike commuting a try and will provide tips to help both newbies and seasoned commuters. Those turning in a survey will be entered for a prize drawing.

Saturday, April 22nd—Weekend Warriors--This is the first day to start keeping track of your miles commuted. Those turning in their miles will be entered into a prize drawing and prizes will also be given to employees who commuted the farthest in one day and the most miles during VA Bike Week.

Monday, April 24th—Mon.-Fri. Bike Commuters--Start tracking your miles. At the end of the week, send your one way commute distance and your week's total to Belinda.Corbet@va.gov.

Wednesday, April 26th—

VA Bike Week Extravaganza

-Bike Fair 11:30am-1:30 pm. Parade Grounds in front of Bldg. T111. Boise Bike Project, Treasure Valley Cycling Association, George's Cycles, Boise Green Bike, and Ada County Commuterride will have information tables. Please stop by for treats and information on bike safety, equipment, maintenance, bike routes, etc. (see 2016 Bike Fair pictures below)

-Bike Count Day. If you ride only one day—make it Wednesday. The bikes on station will be counted to determine our VA Bike Week increase.

-Picture Day. At 12 noon. Come to the Bike Rack Picnic Park near Bldg. 29, LRC with your bike or just your helmet for a group picture of bike commuters.



Friday, April 28th—Last day to record bike commuted miles.

Monday, May 1st—Last day to send your bike commute miles (One way commute and VA Bike Week total miles) to Belinda.Corbet@va.gov

Tuesday, May 2nd— **"PRIZES"** VA Bike Week winners will be announced.



Boise Green Bike



George's Cycles – Free Bike Tune



**CALLING ALL
SUPERHEROES!**

VOLUNTEER APPRECIATION BANQUET

Friday, April 28, 2017 at 10:30AM

Boise VAMC Gymnasium, Bldg. 119

We need VA staff help to make the Volunteer Banquet a successful event.

RSVP to Voluntary Service by April 8, 2017 to let us know if you can volunteer, and if you prefer Salisbury steak or vegetable casserole.

You can also stop by the Voluntary Service office, phone (208) 422-1176, or email BOIVoluntaryService@va.gov

Staff members assist with awards, photos, greeting & taking tickets.

It is our opportunity to show the volunteers just how very much we appreciate them and all they do for Veterans.



The Boise VA together raised \$32,368.00 through pledges and participating in CFC events! This was an increase of \$217.00 from last year! GREAT JOB and THANK YOU!

We were awarded the Eagle award for the second year in a row with your donations! This coveted award is given to the federal agency in the SW Idaho area that raises the largest amount of pledge dollars. Congratulations! I can report that we were up in total dollars pledged and employees pledging. With that we were presented with the Silver award. We missed gold because we were down in per capita pledges. Awards are great, but the money raised will now make a huge impact in the lives of others and that is the real award!

As employees of the Boise Veteran Affairs, we take pride in our jobs and in the government and country that we serve. We reached beyond our job assignments and showed our commitment to the communities in which we live and work.

Thank you all for your help with CFC, and we hope you continue to support CFC and charities. This was my last year as a your CFC chair and it was an honor and a privilege I did not take lightly. Kennedy Meyer will take over and run a very successful CFC this September with your help.



Eight Forms of Waste

Waste		Example in Healthcare
<p>Defects Efforts caused by rework, scrap, and incorrect information</p>		<ul style="list-style-type: none"> • Incorrect data entry • Looking for an item missing from a surgical case cart
	<p>Overproduction Production that is more than needed or before it is needed</p>	<ul style="list-style-type: none"> • Reports that are not needed/have no function • Unnecessary diagnostic procedures
<p>Waiting Wasted time waiting for the next step in a process</p>		<ul style="list-style-type: none"> • Veteran waiting at lab for orders to be entered by provider • Use of snail mail to receive a document
	<p>Non-Utilized Talent Underutilizing people's talents, skills and knowledge</p>	<ul style="list-style-type: none"> • Not working to the top of your license • A GS9 employee doing GS4 work

<p>Transportation Unnecessary movements of products and materials</p>		<ul style="list-style-type: none"> • Work that spans a large area • Supplies stored away from the area where they are used
	<p>Inventory Excess products and materials not being processed</p>	<ul style="list-style-type: none"> • Overstocked supplies that become outdated before use • Printed forms that are “stashed in closets” and become outdated
<p>Motion Unnecessary movements by people (i.e. walking)</p>		<ul style="list-style-type: none"> • Poor layout of workspace causing excess walking to accomplish a task
	<p>Extra Processing More work or higher quality than is required by the customer</p>	<ul style="list-style-type: none"> • Entering the same information multiple times into multiple databases.

These 8 forms of waste result in **DOWNTIME!**

Challenge: Look for these 8 forms of waste in your work area and processes. You can make a difference!

Colon Cancer Awareness Month

☆ March ☆



About Colorectal Cancer

Please encourage your patients, friends, and family to get screened for colon cancer.

Get an overview of colorectal cancer and the latest key statistics in the US.

Overview and Types

If you have been diagnosed with colorectal cancer or are worried about it, you likely have a lot of questions. Learning some basics is a good place to start.

What Is Colorectal Cancer?

<https://www.cancer.org/cancer/colorectal-cancer/about/what-is-colorectal-cancer.html>

Key Statistics

See the latest estimates for new cases of colorectal cancer and deaths in the US.

<https://www.cancer.org/cancer/colorectal-cancer/about/key-statistics.html>

Excluding skin cancers, colorectal cancer is the third most common cancer diagnosed in both men and women in the United States. The American Cancer Society's estimates for the number of colorectal cancer cases in the United States for 2017 are:

95,520 new cases of colon cancer
39,910 new cases of rectal cancer

Lifetime risk of colorectal cancer

Overall, the lifetime risk of developing colorectal cancer is: about 1 in 21 (4.7%) for men and 1 in 23 (4.4%) for women. This risk is slightly lower in women than in men.

Boise VAMC Endoscopy - "Did you know?"

The Boise VA Endoscopy Department is a two procedure room unit that offers GI and pulmonary services. On average our unit sees 65+ patients a week for procedures. We have eight nurses and 2 technicians who assist in these procedures; four volunteers that assist our unit as well as 2 clerks.

We perform Colonoscopy, Flexible Sigmoidoscopy, EGD (Esophagogastroduodenoscopy), ERCP (Endoscopic Retrograde Cholangiopancreatography), Feeding Tube Placements, Bronchoscopy, EBUS (Ultrasound Guided Bronchoscopy), and Liver Biopsies.

We have ten Gastroenterologists who rotate through our department from IGA (Idaho Gastroenterology Associates); And we also have four pulmonologists at our VA who perform procedures as well. In addition, we have 2 Gastroenterologists who hold GI and Liver clinics on the purple team (weekly).

The Boise VA Endoscopy Department has performed a total of 745 procedures alone in 1st Quarter for the 2017.

The Boise VA Endoscopy Department tracks all of the Fecal Occult Blood Positive Results (FIT+) for our veterans.

The Boise VA Endoscopy Department surpassed the 82% VA Benchmark for the Colorectal Cancer Screenings at an 88% in 2015.



Cancer Information Toll Free Line

1-800-227-2345

Cancer Information, Answers, and Hope Available Every Minute of Every Day



COLONCANCER AWARENESS