The BOISE FRONT
March 2020
The official newsletter of the Boise VA Medical Center

COVID19

Please be aware of the following resources you can use to get updated information on the Boise VA's efforts to address the outbreak of COVID19 (Coronavirus).

Boise VA Employee Hotline
(208) 422-1015

Boise VA SharePoint Page
https://dvagov.sharepoint.com/sites/VHABOI/emm/SitePages/Corona-Virus-Information-(COVID-19).aspx

Weekly Leadership Tele-Town Halls
Friday @ 10AM
(844) 364-7554
code: 894337628#

Boise VA Employee Health
(208) 422-1000
ext. 7001

VA U.S. Department of Veterans Affairs

SELF-CARE STRATEGIES DURING THE COVID-19 RESPONSE

PAUSE. THIS IS AN INCREDIBLY CHALLENGING TIME. YOU'RE DOING THE BEST YOU CAN.

We're in the midst of a **disaster response marathon**. It is expected that we will **move through this in phases** – initially running off adrenaline, proceeding to become irritable with others, having bouts of anxiety and difficulty sleeping. This is normal, and **you will need to take breaks and pause**. A sprinter's pace is just not sustainable.

BREATHE. INHALE FOR 5, HOLD FOR 3, EXHALE FOR 5.

Slowing down your breath is incredibly effective at lowering your heart rate and calming your nervous system. Pause **and inhale through your nose while counting to 5** and notice your stomach rise. **Hold your breath, while counting to 3**. **Exhale through your mouth, counting to 5** again. Repeat as many times as necessary.

FIND A WORK BUDDY, AND CHECK-IN DAILY.

Identify someone at work who is facing similar work and/or home challenges, and **check-in daily**. While distancing is imperative to slowing this pandemic, social connection is key to our mental health. **The check-in doesn't have to be long** – just a reminder that you're not alone.

EXERCISE DAILY, EVEN IF JUST FOR A FEW MINUTES.

Exercise is key to mental and physical health. If you're feeling pressed for time and wondering how to possibly fit in exercise, consider a **10-min walk** while you check-in with your work buddy, or taking work calls/virtual meetings while walking or **stretching at your desk**.

PRACTICE HEALTHY SLEEPING HABITS, AS BEST AS YOU CAN GIVEN THE CIRCUMSTANCES.

Zzz

Getting good sleep can be **easier said than done**, especially when anxious, stressed, and/or depressed. When possible, **try to make your bedroom a stress-free zone**. Avoid using your phone, computer, or TV to read/watch stressful information while in bed. This will help **preserve your bed as a peaceful place** for rest and relaxation.

PRACTICE HEALTHY EATING HABITS, AS BEST AS YOU CAN GIVEN THE CIRCUMSTANCES.

Keeping a **regular eating schedule** can help curb snack cravings. Be mindful of how hungry you are prior to eating. Make/choose meals and snacks with a **variety of nutrient-rich foods** such as fruits, vegetables, whole grains, lean protein, and dairy foods. **Stay hydrated** by drinking water, limit sugary and caffeinated beverages. **Wash hands** prior to preparing food.

COMMUNICATE YOUR CONCERNS AND NEEDS.

Communicate your concerns and what you need – for your work, mental and physical health, home life, etc. While your current needs may be largely practical – flexible working arrangements, leave questions, access to PPE - **remember your psychological needs too.**

LOOK INTO VARIOUS APPS, FOR ADDITIONAL SUPPORT AND SOCIAL CONNECTION.

Consider looking into **various apps that might be helpful** at this time – apps that support meditation, breathing, staying organized, acupressure, sleep hygiene, exercise routines, etc. And of course, **stay virtually connected to your friends and family.**

BE KIND TO OTHERS, AND YOURSELF. THESE ARE TRYING TIMES FOR EVERYONE.

These are **incredibly trying times** – at work, at home, in our relationships, in our communities. Decisions will be made that you may disagree with. You may feel **a sense of loss**, as routines are severely interrupted, and celebrations/gatherings are cancelled. **Kindness towards yourself, and others, is key** to maintaining our collective health.

Hello's Goodbye's

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

Benjamin Leibolt, FMS
Cami Minniear, HAS
Christine Curatlio, Nursing
Mandi Karabinus, Nursing
Vivian Trinh, Pharmacy
Joshu Zubizarreta, PMRS
Cattuong Cooter, RDS
Joshua Couch, VCS
Tavia Flager, Nursing
Susanna Cammann, Dental
Hilary Dustan, Dental
Tony Liles, PCS
Gary Luken, PCS
Brandon Rysavy, PCS

Dani Binegar, Psychology
Bryce Fuller, Telehealth
Luwaynne Koppes, PCS
John Heil, FMS
Kyle Planinz, FMS
James Litke, IRMS
Michael Mccary, Nursing
Jet Wirta, Nursing
Tari Torok, PLMS
Jaydee Nesbitt, MCS
Alex Boyd, Telehealth
Victoria Bright, Telehealth
Robert Lemons, Telehealth
Allison Courtney, Telehealth

Hello's Goodbye's

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

Roy Sutherland, BMS
Kathleen Jamboretz, Medical
Wendy Coffman, SWS
Deanna Brent, SWS
Leslie Havrilak, Nursing
Gregory Godfrey, FMS
James Holcroft, SWS

Spring is almost here!
Photo taken by Carol Zagrafos

EMPLOYEES OF THE MONTH **MARCH**

June Davies

"The Cath Lab would like to nominate June Davies for Employee of the Month. As the Cath Lab's Inventory Control Manager, Ms. Davies does an exceptional job managing the day to day inventory needs of the Cath Lab. She routinely goes above and beyond to help us find alternant vendors and substitute products to keep the Cath Lab operational during supply shortages and backorders while continuously communicating with SCM and the Cath Lab so everyone stays connected. What makes June amazing is her dedication to excellence. For example, Ms. Davies recently identified on two separate occasions pricing discrepancies on Cath Lab products where vendors were charging list prices instead of contract prices. This attention to detail not only saves the facility money but enhances quality in her department. Thank you June for all you do care for our Veteran's."

EMPLOYEES OF THE MONTH **MARCH**

Abe Staggs

"Abe Staggs is our recruitment and placement coordinator. However, he is so much more. Many times he becomes an educator and is willing to jump in and assist supervisors navigate the HR system. Along with this he is the main contact for the new MSS program. This program has been very daunting, and Mr. Staggs is always patient, understanding and helpful getting us through the process. Considering he is responsible for inpatient nursing as well as outpatient nursing, it is amazing how he keeps it all straight, organized, and moving forward. Mr. Staggs works tirelessly to insure our new hire process runs as smoothly as possible, current employee changes are completed, all while managing the millions of questions from supervisor's hospital wide. Without his diligent help, outstanding communication, excellent organization, and passion for helping we would not be able to provide such excellent care to our veterans. He embodies the ICARE values of integrity, commitment, advocacy, respect and excellence. He exudes these values every day and deserves to be rewarded for going above and beyond. Without his excellence SDU would not be able to provide the exceptional care to our veterans, and I am sure that sentiment is felt hospital wide. Please consider Mr. Staggs for this monetary award for his excellence in ICARE values and all-around awesomeness."

Angela Radimer

"Commitment: Angela Radimer, PA-C has, for over a year, gone above and beyond what is expected in pain management for her patients. She also accommodates other providers' patients into her schedule. She has taken a class in Battlefield Acupuncture, a procedure that has proven useful for acute and chronic pain management. In spite of her busy schedule, she has worked in patients for these treatments when requested by nursing. She has communicated with other providers in the VA system, and recently became certified as a Battlefield Acupuncture instructor, so she can pass on this technique to other Boise VA providers. She is so dedicated, she was willing to pay out of pocket for travel related to training as a Battlefield Acupuncture instructor.

She also, at her own expense, attended a training in dry needling, another pain management technique.

She was instrumental in bringing Alpha Stim to the Women's Clinic, and has encouraged other providers to train in use of this modality. She has been working with other disciplines in Behavioral Health and Pain management on use of this tool. She has also worked with prosthetics, and developed templates for visits for alpha stim treatment.

She works hard with individual veterans to reduce their dependency on opioids.

Excellence: In all the above, she holds herself to high standards regarding application of these techniques. She is eager to see these techniques used correctly in more clinics, to benefit more of our veterans.

I am grateful to have her as a provider at our VA."

VOLUNTEER SPOTLIGHT

Kelly McMains

I'm a mom to three amazing kids, all out in making the world a better place, and I live with my best friend Lily (my dog). I was born and raised in Portland, OR where I worked at a small finance company as an account exec until I decided to stay home to raise my incredible kids. Now I'm retired and volunteering at the VA while caring for my crazy parents! Outside of family and work, I enjoy hiking, training and conquering Spartan Races, reading, and spending time with my friends and family.

I volunteer at the VA because I have seen first-hand the lives and struggles of veterans close to me. I recently lost a beautiful young Marine to injuries sustained in Afghanistan, and many of my family and friends are vets. With my own life experiences, I felt that I could use my T.B.I. and amputation in a positive way. I have been volunteering at the V.A. for almost two years as an escort for the C.L.C., but I've been a volunteer at heart for a long time. While I was living in La Grande, OR I was a hospice volunteer and then continued with the same organization when I moved to Boise before I volunteered with the Boys and Girls Club and ultimately came to join forces with the V.A. There are so many things that I enjoy about my time at the V.A. I love getting to spend time with the vets and hear their amazing stories, and be a part of such a wonderful group of volunteers. I feel lucky to help in any way I can, to support the people who have made such great sacrifices in service of our country.

BOISE is HIGHLY RELIABLE

HRO
PRINCIPLES & VALUES

March | National Safety Poster

Theme of the Month: Reluctance to Simplify

Get to the Root Causes

Patient Safety Manager works with Facilities Management Staff to get to root cause of safety event and identifies and implements systems improvements.

"Our Patient Safety Manager really took the time to dig into the case and found out there were a number of systems issues that were underlying why this event occurred. We took this opportunity to learn from our mistakes."

Dr. Dave Tompkins
Boise VAMC HRO Champion

Getting to the Root Cause of A Power Outage

Context: Boise VAMC Facilities Management Staff (FMS) were changing a faulty electrical circuit switch in an electrical room. The "Emergency Power" switch was accidentally switched off, shutting off all power to the Operating Room (OR) where a surgical case was in progress.

Action: The initial response to this event could have been to fault the FMS worker, but the Patient Safety Manager was reluctant to simplify and discovered several systems issues. First, the electrical circuits were not labeled properly to distinguish power sources. Second, there was not a planned power outage checklist. Third, the battery-powered back up lighting was inadequate.

Results: No harm occurred to patients, but as a result of getting to the root cause, Boise staff members made important systems changes. The facility corrected the electrical room power switch labels; the requirement to use a checklist without exception for all planned power outages was added to facility policy and processes; and the emergency lighting system in the OR and hallways was updated.

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

Colorectal cancer doesn't care how old you are

The truth is you're never too young and it's on the rise in those under age 50

1 in 10 is diagnosed before age 50

ACCORDING TO YOUNG-ONSET COLORECTAL CANCER SURVIVORS

77% were diagnosed at an advanced stage of the disease

75% saw at least two doctors and some more than four prior to a correct diagnosis

67% said their doctor did not talk with them about fertility preservation during diagnosis or treatment

62% of patients waited at least three months after noticing their symptoms to talk to a doctor

50% of doctors did not talk to patients' families about their elevated risk of the disease and their need for screening

What can you do?

- Know the signs and symptoms
- Listen to your body and speak up if something is not right
- Know your family health history

What are the warning signs?

- Rectal bleeding, dark or black stool
- Change in bowel habits
- Diarrhea and/or constipation
- Narrowing of stool
- Persistent abdominal discomfort (cramps, gas, pain, or feeling bloated)
- Anemia
- Unexplained weight loss
- Weakness or fatigue
- Nausea or vomiting
- If you have Crohn's, Colitis or IBS, you are at a high risk

ccalliance.org | Helpline: (877) 422-2030

The Colorectal Cancer Alliance is a national organization committed to ending colorectal cancer within our lifetime. We are your allies — a national network of passionate survivors, caregivers and advocates dedicated to helping you and your family navigate all aspects of the disease, from diagnosis and treatment to a lifetime of progression-free survival. We are a community of people eager to share experiences, address your concerns, and answer your questions. We understand the different stages of the colon cancer journey because we've been there. We are here for you when you need us because we believe tomorrow can't wait.

colorectal cancer alliance

IT'S TIME TO

THANK A SOCIAL WORKER

Social Work Month 2020

GOOD CATCH!

Due to popular demand, Boise VAMC will now be selecting a MONTHLY "Good Catch" recipient. The "Good Catch" program recognizes employees who speak up to prevent potential medical errors related to events or circumstances that had the potential to cause harm or error, but this potential was averted due to early identification/intervention.

The BVAMC High Reliability Organization (HRO) Steering Committee reviewed all near miss/close call reports from February and selected **Matthew McCarthy** from Sterile Processing Service (SPS). Mr. McCarthy was selected as February's "Good Catch" recipient for his role in catching, reporting, and correcting a potential circumstance that had the potential for patient harm due to incompatibility between suction equipment and suction tubing on the crash carts.

While checking the crash carts, Mr. McCarthy discovered that the nasogastric suction tubing had a special EnFit safety connection that requires an adapter for the tubing to connect to the suction equipment. This issue could result in the Code Blue Team being unable to use suction equipment on a patient during a life-threatening emergency. Mr. McCarthy obtained the appropriate adapters from Logistics, assembled the adapters with the tubing, and had all the changes in place on every crash cart by the end of the day!

Good Catch Recipient for February!

Matthew McCarthy!

GOOD CATCH **AWARD**

Service Pin Award Ceremony - 10 years

Service Pin Award Ceremony - 15 years

Service Pin Award Ceremony - 25 years

Service Pin Award Ceremony - 30 years

Service Pin Award Ceremony - 35 years

Service Pin Award Ceremony - Special Recognition

EHRM (CERNER) SITE VISIT

During the week of March 9 through 13th Boise over 200 staff members from different disciplines and departments participated in a current state review of how we care for and document that care for our veterans. Staff members participated in over 200 meetings with over 70 Cerner Associates to review our current processes to identify risks and opportunities for further review. This was the first of many events to help us prepare for the implementation of a new electronic health record (EHR) provided by the CERNER company. We will receive an evaluation of the assessment in a few weeks to help us identify areas of further review. This event was large and it took the involvement and work of many people and services to provide. The Boise Change Leadership Team would like to thank all who helped plan and carry out this large event. The successfulness of the event was only possible with the help of all.

VCS
Veterans Canteen Service

NEED GROCERIES?

Order ahead for pick-up!

Call **208-422-1233**, Email **VCS531@med.va.gov** or drop off Order Form at your **PatriotStore**.

More items available in your **PatriotStore!**

See order form for details.
Availability varies by location.

GROCERY ORDER FORM

Call 208-422-1233 or Drop Off form by Tuesday , 2pm
Pick-Up Friday, 2-4pm Pay & Pick-Up at Patriot Retail Store

Customer Information:
Name: _____
Phone #: _____
Date: _____

Qty	Frozen Meat	
___	Chicken Breast (raw) 5 pound bag	$24.99
___	Chicken Breast (cooked) 5 pound bag	$29.99
___	Ground Beef 80% Lean (raw) 5 pound roll	$24.99
___	Chicken Tenders (raw) 5 pound bag	$19.99
___	Boneless Chicken Wings (raw) 5 pound bag	$19.99
___	Smoked Pulled Pork (cooked) 5 pound bag	$30.99
___	Smoked Pork Loin (cooked) 4 pounds	$21.99
___	Breakfast Sausage (raw) 2.5 pound roll	$8.99
___	Bacon (raw) 1 pound	$5.99

Qty	Frozen Entrees, Vegetables, and Sides:	
___	Meat Lasagna Tray serves 8-12	$16.95
___	Macaroni and Cheese Tray serves 12	$16.95
___	Mashed Red Potatoes 4 pound bag	$6.99
___	Hash Brown Patties 25 count	$6.99
___	Broccoli Frozen 2.5 pound	$4.99
___	Corn Frozen 2.5 pound	$4.99
___	Green Bean Frozen 2 pound	$4.99

Qty	Deli Meat and Cheese	
___	Roast Turkey Sliced 2 pound	$11.99
___	Roast Beef Sliced 2 pound	$15.99
___	Smoked Ham Sliced 2 pound	$8.99
___	Cheddar Cheese Sliced 1.5 pound	$6.99
___	American Cheese Sliced 5 pound	$15.99

Qty	Snacks and Beverages	
___	Vanilla Yogurt 32 ounce	$3.99
___	Starbucks Ground Coffee (Brews 3 pots)	$4.99
___	Orange Juice 32 ounce	$2.99
___	Uncrustables PB & Grape Jelly each	$0.99

Qty	Pantry Items	
___	Tomato Soup 50 ounce can	$5.99
___	Chicken Noodle Soup 50 ounce can	$5.99
___	Egg Noodles 5 pound	$12.99
___	Cereal Raisin Bran 56 ounce bag	$12.99
___	Cereal Frosted Flakes 40 ounce bag	$14.99

Qty	Desserts	
___	Chocolate Cream Pie	$8.95
___	Lemon Meringue Pie	$8.95
___	Sweet Potato Pie	$11.99

Availability varies by location..

To Be Completed by VCS Staff:
Pickup Time: _____
Order Taken by: _____
Pick-up Date: _____