

# BOISE

May 2018

# FRONT

The official newsletter of the Boise VA Medical Center

## MEET KEN SMITH

You may have seen this handsome gentleman out watching the construction of the parking garage from his scooter or park bench. This is Kenneth A. Smith, a current resident of the Idaho Vets Home, and Navy Seabee Veteran of WW2. Ken enjoys watching the construction, and because he is there almost every day the contractors gave him a hard hat and orange vest; and made him honorary 'Safety Inspector'.

I had the pleasure of meeting Ken recently, and when I told him I heard he was the Safety Inspector on this site he just laughed and shrugged the title off modestly. Among other small talk I also asked Ken how old he was. Ken thought about that for a minute and said "95....I think".

If you get the chance stop by and tell Ken hello. Let him know we appreciate him!

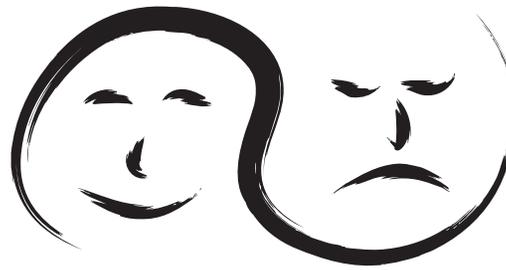
- Josh Callihan





**VA2K was a big success** with 54 participants walking and a total collection of 1,189 rolls of toilet paper! Education Department dominated the event again with a donation of 694 rolls of toilet paper! Congrats Education Staff, you are the undisputed Golden Throne winner for 2018!

*Hello's*



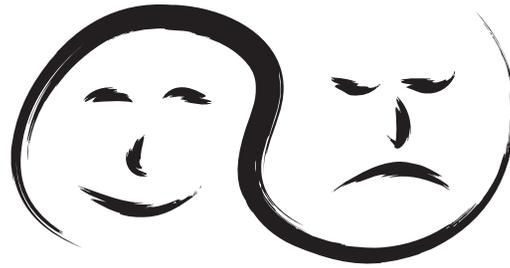
*Goodbye's*

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

**David Wollman, FMS**  
**Dani Brown, HAS**  
**Justin Law, Medical Service**  
**Andrea Martin, Medical Service**  
**Steven Fonken, Medical Service**  
**Fredrick Bloomquist, Medical Service**  
**Tarl Smith, Nursing Service**  
**Thomas Kessler, Telehealth**  
**Kerry Lavelle, HRMS**  
**Ginger Nelson-Mendoza, FMS**  
**Jacob Reitz, FMS**  
**Deborah Leeds, HAS**  
**Henry Ebert, HAS**  
**Heather Gula, HAS**  
**Tyler Hill, HAS**  
**Jamie Dunn, Medical Service**  
**Katherine Andrews, Medical Service**  
**Mariha Gage, Nursing Service**  
**Candida Morgan, Nursing Service**  
**John Ross, Nursing Service**  
**Gregory Leighton, Nursing Service**

**Esperanza Mechelhoff, Nursing Service**  
**Sara Morfin, Nursing Service**  
**Laura Poly, Telehealth**  
**Randall Nilsson, Nursing Service**  
**Alejandro Gutierrez, FMS**  
**Brian Dealy, HAS**  
**Caitlyn Wash, HAS**  
**Jose Marquez, HAS**  
**Mandi Kriete, MIS**  
**Mark Lloyd, Medical Service**  
**Kelsey Babcock, Medical Service**  
**Kurt Douglass, Nursing Service**  
**Susan Harward-Douglass, Nursing Service**  
**Misty Whipple, Nursing Service**  
**Rebecca Windau, Nursing Service**  
**Duraid Abbas, Pharmacy Service**  
**Amanda Crisler, Psychiatry Service**  
**Nicholas Milliren, Social Work Service**  
**Sherry Koepke, Telehealth**  
**Jacob Murgoitio, Telehealth**  
**Jennifer Qadir, Telehealth**

*Hello's*



*Goodbye's*

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

**Shane Curry, FMS**

**Gregory Larance, Radiology**

**Alexis Burlile, Nursing Service**

**Nichole Watts, Nursing Service**

**Kimberly Miles, EMS**



## GUEST WIFI

Guest WiFi is now available at the Boise VA Medical Center.

With your device, go to your WiFi settings and click to connect to *'VA Boise Guest'*.

From there you will be taken to a login screen where you will be asked to accept the terms and conditions for use.

Please remember our guest WiFi is not a secure connection.



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Medical Center



**VA**

Boise VA  
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# Christine Drouillard

Behavioral Health

*'Employee of the Month'*

May - 2018



I would like to nominate Chris Drouillard for employee of the month because of her consistent and ongoing dedication to the veterans she serves. She often takes on such difficult situations and always goes above and beyond. Recently she worked with a veteran, who had extremely complex financial, medical and legal issues, lived outside of the area, had no transportation, no support system and limited to non-existent ability to cope with this stress. These issues were leading him to ongoing situations of emotional crisis and greatly impacting his ability to get organized and address these issues. When outside agencies were reluctant to provide assistance because of his behavior, Chris stepped in and helped this veteran get all of the above issues addressed. I truly believe that if Chris hadn't been working with him, this veteran would have had a completely different and negative outcome. This is the not the only case where Chris has gone above and beyond to advocate for the veterans she serves and I know that our community is better off because of her compassion, energy and dedication.

Please join us in congratulating her on a job well done in always going above and beyond!!

# MEET OUR NEW RECORDS MANAGER

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Deborah Leeds is the newly assigned Facility Records Manager for the Boise VAMC. Records Managers contribute to the smooth operation of the VAMC by developing programs that ensure compliance with Federal laws and regulations in the management of administrative, legal, and fiscal records. As the Facility Records Manager Deborah is responsible for ensuring records compliance for the entire Medical Center and CBOCs. In her role as the Facility Records Manager Deborah will provide guidance to each service area on how to best manage records and she will monitor facility compliance with laws and regulations.

Deborah comes to the Boise VAMC after spending nearly a decade as a civilian employee of the Air Force, Deborah knows what it means to take care of those who serve. As an Air Force employee Deborah had an opportunity to travel the world. Before moving to Idaho from the Washington D.C. area she was deployed as a civilian employee to Al Udeid Air Base, Qatar. During her time at the Air Force she managed Personal Financial Readiness, Transition Assistance, and Employment/Volunteer Assistance programs. Her most recent position was as the Casualty Assistance Representative at Mountain Home Air Force Base.

Deborah graduated from Southern Illinois University with a Bachelor of Science degree in Education and Training. She also earned a Master's degree in Public Administration from Bowie State University. As a veteran herself, she feels a deep commitment to veterans. Deborah has 2 adult children, a daughter living in Spokane and a son serving in the Air Force assigned to Ramstein, Germany. She lives with Bailey an energetic Jack Russell Terrier and her partner David in Boise.



**Deborah A. Leeds**  
**Facility Records Manager , Boise VAMC**  
**Office:208-422-1000 ext. 7725**

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NEW @ VA

# VETERANS WHOLE HEALTH TRAINING



- ★ ● Whole Health recognizes you as a whole person and helps support your unique answer to the question “What would you do if your health were the best it could be?”
- ★ ● Whole Health goes beyond your illnesses, injuries, or disabilities. It focuses on your values and aspiration, your health and well-being and includes self-care and complementary therapies (such as acupuncture, massage, and yoga), along with your conventional medical care.
- ★ ● In Whole Health care you are a more active partner!

**WHERE:** Boise VAMC, Bldg. 54 - Rooms 1 & 2

**WHEN:** 2nd and 4th Friday of the month from 930a to 1130a.

**MORE INFO:** Susie Klepacki (208) 422-1000 ext. 7047



**VA**

Boise VA  
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# DIRECT SCHEDULING

IS NOW AVAILABLE AT THE BOISE VA



Direct Scheduling means you do not need a consult from your Primary Care Provider in order to be scheduled into one of these clinics. You can now call directly and ask for an appointment.

To schedule yourself into one of these clinics please call (208) 422-1000 and tell the call center representative you would like to be direct scheduled to one of these clinics. They will transfer you to the appropriate clinic scheduler.



MOVE Program



Foot Care



Nutrition



Eye Care



Amputee



Hearing



Tobacco Help



Wheelchair



# VA

Boise VA  
Medical Center

# Direct scheduling is now available for Amputee and Wheelchair clinics!

# EMPLOYEE ENGAGEMENT



Employee Engagement  
Wave 3  
Kickoff Event



# WAVE 3 KICKOFF EVENT

# Employee Engagement – Wave 3 Sprint Project Teams

Sprint Project	Team Members	Position	Service
Quick start guide for sign-up for MyHealthVet	Jerramy Stinnett (leader)	DRT	Medical Imaging
	Jason Nye	Chief, HIMs	HAS
	Christopher Smith	Enrollment Office	HAS
	Maggie Bareither	Primary Care	HAS
	James Stewart	DRT	Medical Imaging
	Nathan Wallin	Nursing	PACT
	Teresa Johnson (BOC mentor)	Health Technician	Surgery
Inpatient bedside table clearing for food tray delivery	James Reese (leader)	Food Service Worker	Nutrition and Food Service
	Andy Brooks	RN	Step Down Unit
	Tara Nyborg	RN	2MS
	Kris McCaulley		CLC
	Curtis Jackson		Nutrition and Food Service
	Kristi Funk (BOC mentor)	ACOS	Nursing
Admin supply swap	Stephanie Magdanz (leader)	Pharmacist	Pharmacy
	Nancy Mann		Nursing
	Lindsay Kaster	Pharmacist	Pharmacy
	Corey Gibbs (info only)	Chief	Logistics
	Kennedy Meyer (BOC mentor)	Admin Officer	Pharmacy
Veteran Crisis Card Project	David Buhner (leader)	Food Service Worker	Nutrition and Food Service
	Erick Astheimer	Visual Information Spec.	Education
	Mary Pierce	Suicide Prevention Coordinator	Social Work Service
	Melissa Maury (BOC mentor)	2MS Supervisor	Nursing

# SHARK TANK SUBMISSIONS

## FY18 COMPETITION

Topic	Submitted by
Maternity Follow-up Calls	Jana Iverson, Women's Clinic
PACT Interprofessional Care Updates (PACT ICU)	Amber Fisher, Center of Excellence
24-7 Safe Patient Handling Training Center	Brice Mateo/Angie Knesel, Education
ALS Management Team	Dr. Paula Carvalho, Medicine Service





**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





# VA

Boise VA  
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# Erlinda Villegas

Health Administration Service

*'Employee of the Quarter'*

Qtr. 3 - 2018



Erlinda is very professional, courteous and always goes above and beyond to assist not only our veterans but her coworkers as well. Veterans absolutely love and adore her, and when she's not around you can rest assured a veteran is asking about her whereabouts. Recently Purple Team went through a major transition with the hiring of 2 brand new MSAs. Purple Team is one of the busiest clinics throughout the VA hospital and contains 40 or so clinics. During this tough transition and throughout, Erlinda brought calm to the situation and put the Purple Team on her back to ensure that the clinic would stay afloat. Rather that meant assisting her co-worker's with catching up or staying on top of their workloads, answering both providers and veteran's questions or satisfying their concerns, or planning a strategic way to overcome the many transition obstacles to appease everyone. Erlinda took everything in stride and is very well appreciated for it. To top all of that off she did all of that while she was transferring and preparing herself for her own move to Green Team. Even now, Erlinda has made herself available to assist the Purple Team while keeping up the production of her Green Team. Oh, and though all her many duties, she also managed to be a very vital part of an organizational project that will benefit the entire VA and its veterans. Simply put, Erlinda Villegas is the best of the best in HAS and quite honestly, one of the top employees in the VA period!

# GET TO KNOW YOUR **PATIENT ADVOCATE OFFICE**

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The Patient Advocate at the Boise VA Medical Center supports patients by acting as a liaison between the Veteran and/or family member and the Boise VA Medical Center.

The Patient Advocate is responsible for serving as the facility point of contact for organization wide complaints and grievances.

**However, service recovery when a veteran has a complaint or grievance, is a responsibility of all staff at the Boise VA Medical Center.**

At the Boise VA Medical Center we also have a STAR program. The STAR representative is responsible for service recovery with Veterans in that area or service. STAR representatives have been identified in most services where there is patient/VA interaction.

*If you are receiving a complaint or grievance from a Veteran you should try to first connect the Veteran with the STAR representative in your area/service for service recovery. Ask your supervisor who your STAR representative is if you do not know. If you can't reach your STAR representative, and you are unsure about who or what service is responsible for service recovery, please forward the Veteran to the Patient Advocate Office; and the Patient Advocate will connect the Veteran with the staff or service responsible for service recovery.*

**NEW to the Patient Advocate Office** will be the additional support of staff to help cover the Patient Advocate Office when the dedicated Patient Advocate, Dave Hammond is out of the office. If the Patient Advocate is not available, and you are not able to resolve the complaint/grievance yourself or thru your STAR representative, contact either people below for help resolving the Veterans grievance/complaint.

**Josh Callihan, Public Affairs Officer at ext. 1054, or  
Randy Helland, Patient Centered Care Coordinator at ext. 7875.**

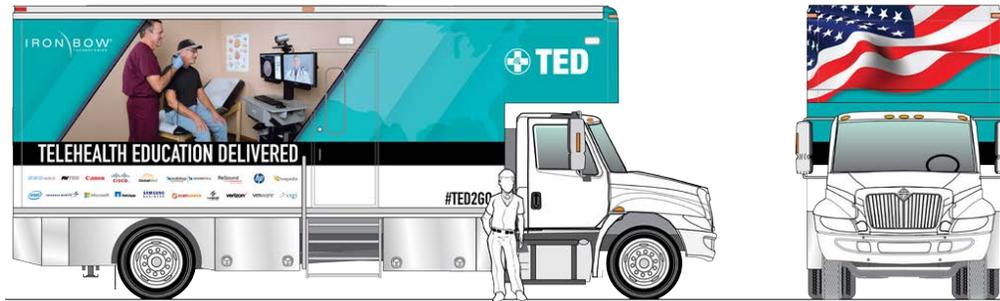




# TELEHEALTH EDUCATION DELIVERED

## 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: Wednesday, June 6th, 2018

Time: 11a.m - 3 pm

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

### SPONSORING PARTNERS

