FORT BOISE

Fort Boise was founded on these grounds by the U.S. Army Cavalry in June 1863. Earlier two different trading posts located closer to the Snake River had carried the same name. Many of the original buildings are still in use.

The Boise VA campus is rich with history. This is the sign on the pillars as you enter the campus from Fort Street.
The Boise VAMC would like to welcome our new employees who came aboard:

Nicole Kelimoff, HAS  
Nora Prodzinski, Nursing  
Melanie Smith, Nursing  
Todd Brown, Nursing  
Duraid Abbas, Pharmacy  
Samantha Borg, Pharmacy  
James Pierce, FMS  
Albert Poindexter, FMS

Roger Williams, ITOS  
Angela Callahan, MIS  
Kristy Crownhart, MSO  
Dana Hawkins, Nursing  
Jonathan Asdell, MSO  
Dylan Reed, MSO  
Timothy Rockcress, MSO
The Boise VAMC would like to say goodbye to the employees who left us:

Dennis Stevens, RDS
Heather Hilke, Canteen
Mr. Hughes displayed both Commitment and Respect while finishing a project that installed new flooring in the specialty clinic area. First of all, the carpenters shop has been short handed for some time now and the medical center continues to add to the pile of work orders. Mr. Hughes has picked up the slack from other vacancies and did it with a smile. He assisted staff with relocating items and changing lock cores, as well as making last minute repairs so that staff would have a completed space when they returned. There was a lot of moving parts and Michael displayed the utmost respect and calmness, even when others were not. I think his attitude and commitment to the VA should be put in the spotlight for others to emulate. We have many others who shine but we think that this month should belong to Mr. Hughes.

Dr. Griffiths displayed a clear commitment to find a solution to challenges surrounding PHI and Cloud technology. She dedicated herself as a voice of the Veteran to advocate for a process to keep Veterans health information secure while finding a way to transfer and obtain that information for patient care and patient safety purposes.

Excellence: A workable compromise is now in place that serves the needs of both the Veteran and the care provider.

Dr. Griffiths is not only a leader in her field but she also motivational team player serving the bests interests of everyone!

Marcus put the CARE in ICARE this week when I observed him working with a veteran that had been let down by the surgical consult pathway. Marcus listened to the angry veteran and let him vent. Then with great respect and skill Marcus helped to collect some pertinent data regarding the consult that had been omitted by those previously working on the consult. Marcus was able to get a note to the community care folks so the veteran’s request for surgical help could be completed.

Way to go Marcus, greatest of care for a deserving vet.......KUDOS MAN!
Commitment: Ms. Thompson has worked incredibly hard and consistently to assume the added administrative load for the Surgical Service following the resignation of the service AO in September. She has consistently sought to assume as many tasks that are within her competency and authorization to perform and complete. She proactively seeks out improvement projects to aid access and consult completion, closing encounters, revision of call-schedule notification protocols and tracking, and a host of other administrative needs. Without her strong and consistent work, the loss of the service AO would have led to significant deepening administrative potholes affecting the success of the service.

Advocacy: Ms. Thompson has spearheaded assisting the 2 new opticians and their addition to the Surgical Service. Along with Teresa Johnson, their work and assistance in helping the Optician this service has greatly facilitated their adjustments to VA and accelerated the ability of this clinic to meet Veteran needs.

Mr. Munson came into the SDU on his off time twice over a weekend to sit with a veteran who had dementia. This veteran was at times hard to control and could become violent. Mr. Munson was able to form a bond with this veteran during his normal work hours. Because of the INTEGRITY that Mr. Munson displays on a daily basis, he was able to gain the trust and RESPECT of the veteran. In coming in on his off time to sit the veteran, Mr. Munson showed his COMMITMENT to the VA mission as well as his fellow veteran brothers.

Mr. Munson’s actions in this case cannot be minimized. Mr. Munson’s ability to connect with the veteran increased patient safety, increased staff safety, and increased SDU morale at a time when tensions were high due to this veteran’s condition.

We are thankful and lucky to have Mr. Munson as the SDU Housekeeper and his above and beyond actions in this case are not out of the ordinary for him, as he consistently looks for ways to make a veteran’s hospital stay better.
Integrity - Ms. Livingston has gone above and beyond the normal expectations at work, continually. Recently she was asked to research, acquire and evaluate an “off-road” powered wheelchair, for a veteran who lived in very rural Idaho. She listened to the needs expressed by the veteran, did a large amount of research on available items to help him, and arranged for a trial of the chair. She was able to acquire a test chair, went out of her way to accommodate his travel difficulties and ensured no stone was unturned in an effort to help this veteran. This included the coordination of gaining an accurate weight for the veteran on bariatric scales at St. Luke’s while the veteran was admitted to their facility. She went out of her way to make this happen.

Commitment - Cathy’s commitment to the veterans that she serves is exceptional. Her willingness to take the time, whatever time it takes, to ensure that the patient and their significant others understand the plan of care she is proposing. Her thoughtfulness and extremely thorough approach to patient care is truly commendable. As the Administrative Officer at PM&RS, I was often the recipient of positive comments and praise for the hard work Ms. Livingston gives to each patient she cares for. Her willingness to come in early or stay late to meet a veteran’s needs were expressed to me, by the wife of a frequently seen patient. The veteran’s wife was in tears as she explained how much she appreciated the way Cathy explained things so she could understand. She told me that Cathy should be recognized and commended by the facility, VA and country for her commitment to America’s heroes.

Advocacy - Cathy is the gold standard for advocacy. Her genuine concern and desire to help the veterans who come to PM&RS for care is humbling. She listens, really listens, to the needs and concerns presented to her and often “thinks out of the box” in order to meet a need. Her compassion and understanding are recognized by patients and staff alike. She treats the whole person, and by natural extension, she treats the whole family with her extremely thoughtful approach to care.

Respect - As a supervisor and clinician, Ms. Livingston is held in the highest regard for her treatment of those she comes in contact with. One Physical Therapist that works along side Cathy, expressed her admiration for Cathy as a role model at work. She specifically called attention to the dignified way in which Cathy communicates with staff, patients and family members. “She constantly makes you feel valued and heard.”

Excellence - Cathy is constantly looking for better ways to deliver care and manage her areas of responsibility. Her “out of the box” thinking has led to many innovations and more efficient ways to provide care to our veteran population. Her exceptional use of group appointments has made her Outpatient Physical Therapy programs, some of the most cost efficient and productive in VA.
I nominate the endoscopy/GI service. They have overcome a number of obstacles including: The partial retirement of Dr. Paul Baehr and the retirement of Dr. Ellen Hunter; The detailing of endoscopy supervisor Lessie Schoenfelder to SPS; Multiple other staffing transitions in nursing and HAS staff; the roll-out of a new colorectal cancer screening clinical reminder.

They have achieved the following: Per SPARQ data, the #1 endoscopy unit in the country (totally optimized). Fully support GI and pulmonary endoscopy w/o cross coverage. Massive increase in workload capture by Dani Burke, PA via increased use of E-consults and telephone visits for delivery of GI care, including consults. She had 5218 total encounters in FY18. Recruited and trained a part-time temporary GI doc to support the service (Dr. Mark Lloyd). Recruited and trained a full-time hepatologist/gastroenterologist (one of the hardest positions to recruit, Dr. Jensen-Otsu). Added 3 half days of endoscopy per week since Dr. Jensen-Otsu’s arrival w/o additional staff. Nursing staff, physicians and Dani Burke, PA, all have amazing work ethics. They work late, through lunch, etc. to ensure that veterans receive needed care. They are a shining example of “I Care” values. Support other services by assisting in moderate sedation competency training. Work hard to integrate IGA physicians into clinical care at the VA. This requires a lot of work on the part of Lessie and other GI nurses and also Dani Burke. Finally, they exemplify positivity and a can-do attitude.
Celebrating James Reese involvement in the Wave 3 Sprint project to clear bedside trays for meal delivery and Melissa Maury’s involvement on the Board of Champions and her work on the Employee Engagement SharePoint site.
Congratulations to the following individuals for their selection to participate in the 2019 Boise LEAD: Leadership Fundamentals program:

Budell, Brianna             LPN, Lead Telehealth Clinical Technician
Daly, Ashton                 Staff Nurse, 2 M/S
Deschene, Karen          Medical Support Assistant
Dunn, Jamie                 Medical Instrument Tech Vascular
Enlow, Angela               Psychologist
Gula, Heather               Medical Support Assistant
Hennis, Frank               Advanced Medical Support Assistant
Kozlowski, Mary           Advanced Medical Support Assistant
Mather, Robert             Human Resource Specialist-Info Systems
O’Connor, Rory             Physician’s Assistant
Price, Felicia              Management/Program Analyst/Vera
Reeder, Chris              Nurse Manager, TRC
Reinhart, Deborah       Facility Records Manager
Remillard, Imelda          Advanced Medical Support Assistant
Sandercock, Kalei         Charge Nurse, Specialty Clinic
Shaffer, Taylor            Lead Inpatient Pharmacy Technician

“The course officially kicks off in January, but the participants have a lot of work to do between now and then just to get ready.

In the coming weeks, they will submit information to the National Center for Organizational Development (NCOD) that will initiate the process to have a 360 Degree Assessment completed by their peers and supervisors. In early December, they will complete a “DiSC” self-assessment of their leadership styles. This assessment identifies leadership traits they tend to use when pressed into stressful situations. When combined, the results of the 360 Degree and DiSC assessments help to give the participants a much better understanding of their current leadership style preferences. This creates a starting point from which the participants will base their leadership development for the duration of the program and beyond.

In a few weeks they will meet with their mentors and begin working on that relationship. The mentor/mentee relationship component of LEAD is a crucial piece to the success of the program. The mentor helps to make sense of much of the course and put it all into perspective. The mentor will also serve as a sounding board for career guidance and professional development.

The actual classroom sessions will start in early January and continue through the end of June. Classroom topics will include System Redesign, LEAN Process Improvement techniques, Project Management, Leadership Foundations, Time Management, Presentations, Work/Life Balance, Conflict Management, Writing, Space Allocations, Fiscal, Performance Measures, Oversight, and much, much more.

If you see these folks, please congratulate them and wish them well in their leadership development.

Look for more LEAD program updates in the coming months!
GIVE BLOOD

Give the Gift of Life!
December’s Blood Drive is now open for donation.
Boise Veterans Administration Medical Center
Date: Tuesday, December 11th, 2018
9:00 AM-2:00PM

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

SIGN UP NOW!
Register online at: http://www.redcross.org/blood - Sponsor
Code: BVA
Contact Information: Jay Bartram VBA  429-2213
Mary Black 422-1000 ext. 4220 or Cell: 919-8621
The thought of your identity being stolen can be overwhelming. Unfortunately, in today’s digital age, more people are experiencing this scenario than ever before. In 2012, one in 20 Americans fell victim to identity theft.

The good news is that if you notice the clues early, there are a number of ways you can minimize the damage and rectify the situation. The more vigilant you are about looking for warning signs, the harder it will be for identity thieves to get what they want.

Common identity theft warning signs:
• There are unexplained charges on your credit card bill.
• You receive a notification for an account you didn’t open.
• You do not receive your normal bills or other mail.
• You are denied credit for no apparent reason.

Actions to take if you think your identity may be at risk:
Check the Federal Trade Commission's (FTC) Guidance on Identity Theft and file a complaint. Place a fraud alert on your credit reports, and review all your credit reports carefully.

A fraud alert is a consumer statement added to your credit report with the credit agencies. This statement alerts creditors of possible fraudulent activity within your report, as well as requests that they contact you prior to establishing any accounts in your name.

Order a free copy of your credit report, which you are entitled to once a year from each of the three consumer reporting companies, at www.annualcreditreport.com.

*Note: www.annualcreditreport.com is the only source provided by the Federal Consumer Financial Protection Bureau to obtain free credit reports in accordance with the Fair Credit Reporting Act.

Contact your financial institution or credit card company immediately. Alert your local police, and keep a copy of the police report on hand - credit companies and merchants may require a copy of it in order to remove fraudulent charges from your account.

If you have specific questions, VA’s Identity Safety Service can answer your questions about identity theft. Email vaidtheft@va.gov or call VA’s toll-free identity theft help line at 1-855-578-5492.
The combined Federal Campaign (CFC) will be running **September 10th- January 11th** this year. With the Holiday season right around the corner, we have some fun events planned for you.

Happy Holidays!!!

The CFC campaign is starting to wind down to an end. So far the Mountain States have raised over $1 million for charities. It still isn't too late to donate during this season of giving. Join us in front of the Canteen on () for CFC information and enjoy a candy cane!

**ENTER TO WIN!**

Our last parking spot raffle is going on right now. This is your chance to win a spot for the cold month of January! Reach out to any of the people listed below for your chance at a parking spot.

One-time donation gives you entrance into all events for the rest of the year!!! This means that if you show us proof that you made a donation of any monetary amount to a CFC Charity of your choice, you will get free admission into all CFC events AND have your name entered into the parking raffle EVERY MONTH!

**2018 – 2019 CFC Board:**

**Chair:** Kennedy Meyer  
**Co-Chairs:** Allen Willard and Sarah Anderson  
**Departmental Champions:** Dr. Flyer, Tim Beams, Teresa Johnson, Tony Rieche, Valarie Olson, Adam Brotman, Allen Boles, Brian Griffiths.

The Campaign season is almost over. As we approach the season of giving, consider giving to a charity!

POC: Kennedy Meyer x1118  
Sarah Anderson x1218  
Allen Willard x4883