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

Boise VAMC Chief of Staff, Dr. Andrew Wilper (above center) spoke about the impact of COVID on veterans during a press conference with Gov. Little on 10/26/20. A link to the conference can be found here: https://www.youtube.com/watch?v=xKS8gjHBbl4&feature=emb_logo

Intimate Partner Violence (IPV) occurs when a current or former intimate partner harms, threatens to harm, or stalks their partner/former partner. In 2018, The Center for Disease Control defined IPV as "physical, sexual, or psychological harm or stalking behavior by a current or former partner that occurs on a continuum of frequency and severity ranging from emotional abuse to chronic, severe battering or even death. It can occur in heterosexual or same-sex relationships and does not require sexual intimacy or cohabitation." Medical, social and emotional challenges related to IPV include but are not limited to: poor sleep, chronic pain, headaches, irritable bowl, isolation, homelessness, trust issues, work disruption, anxiety, depression and substance use. The VHA IPV Assistance Program strives to implement comprehensive person-centered, recovery-oriented assistance for Veterans, their families and Caregivers and VHA employees who use or experience intimate partner violence. Below is a fact sheet released by the national Workplace Violence Prevention Program office concerning guidance for employees collaborating with the VA Police around Protection Orders, temporary or otherwise.

Please contact the Boise VAMC IPV Coordinator, Keri Barbero, LCSW, at 208-570-2625, for more information.

IPV FACT SHEET

Purpose: This fact sheet provides information regarding reporting and collaboration with the VA Police Department in instances involving a Protective Order.

A. What Constitutes a Protective Order?

Any official order of protection issued by a court, temporary or otherwise, to prevent a certain activity, usually contact or proximity by a specific individual, typically in the interest of a person's safety. Titles of these document may vary from state to state and can include (but are not limited to):

- Restraining Order
- Temporary Restraining Order
- Order of Protection
- No Contact Order

B. When a Protective Order Exists

There is an obligation to share this information with the VA Police. Virtually all US States and Territories require holders of Protective Orders to provide these documents to the respective local law enforcement agency (LEA) having enforcement jurisdiction. VA Police is the local LEA with jurisdiction over nearly all VA workplaces and campuses. VA Police can only enforce the Protective Order if they know it exists.

The presence of a Protective Order will inform the Disruptive Behavior Committee's (DBC's) treatment plan recommendations and/or the Employee Threat Assessment Team's (ETAT's) safety plan recommendations. It is essential for the appropriate multidisciplinary behavioral threat assessment and management team(s) to be aware of the existence of the Protective Order.

If a Protective Order involves a VA Police Officer, then communicate directly with the Chief of Police. Protective Orders also need to be known to relevant supervisor(s) so appropriate steps can be taken collaboratively to avoid contact with the other person while on VA property, regardless of whether the other person is a patient, visitor, or employee.

Please incorporate into VA Medical Facility local policy an employee's requirement to inform VA Police of Protective Orders, and the VA Police's best-practice action of ensuring the appropriate behavioral threat assessment and management team (either DBC or ETAT, of which VA Police is a required member) is aware of Protective Order(s).

VHA's Workplace Violence Prevention Program gratefully acknowledges the content contributions to this WVPP Fact Sheet of Jeffrey Fletcher, Chief of Police, VISN 20 Lead; Mohamad Kazan, Chief of Police, Detroit VA Medical Center; and the office of the VHA Senior Security Officer (in 10NA).

Hello's Goodbye's

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

Hannah Moreno
Douglas Doxey
Kurt Larson
Rosa Richard
Alexandra Simon
Jared Adams
Troy Price
George Jr. Calloway
Zachary Seaman
Tina L. Wilkerson
Nicholas R. Marks
Lorraine Heninger
Deborah A. Ray
Lorrie Bartoschek

Shelly Phelps
Clayton Pleasant
Lashai Wood
Kathryn Milliren
Timothy Watson
Lee Hill
Bryce Beeson
Violette Zeimet
Paige Calhoun
Denise Chase
Kenneth Maple
Jodi Scanlon
Rolando Hernandez

Hello's Goodbye's

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

Kyle Planinz
Brian Hannum
Dana Hawkins
Abigail Nieto
Gary Humphrey
Sara Miller
Mary Tisdale

Congratulations to Amanda Bashista!

Amanda Bashista from Home Oxygen was awarded the Dr. David Merrick Excellence in Respiratory Care Award from BSU for 2020.

This prestigious achievement is well-deserved; Amanda puts her heart and soul into respiratory care and putting our veterans first. She also teaches clinical rotations for BSU at the Boise VAMC and has proctored many future Respiratory Therapists through the years.

We are proud of Amanda and grateful to have her serve as part of the Respiratory Care Team.

EMPLOYEES OF THE MONTH **OCTOBER**

Daniel Ortiz

I would like to nominate Daniel (Danny) Ortiz for the VAMC Employee of the Month because of his exceptional commitment to our organization. I was walking from the Step Down Unit to 2MS one afternoon and overheard Danny conversing around the corner with another person. The person he was talking to remarked how clean the floors in the hospital were and Danny responded: "We use a certain type of cleaner [he even mentioned it by name, I have since forgotten it] and our housekeeping staff takes great pride in the work we do." As I passed through the hallway and was now within view of Danny, I noticed he was pushing an older gentleman in a wheelchair and was accompanied by the the gentleman's spouse/family member. I also noticed Danny was wearing his street clothes and was likely about to start his shift. It was obvious to me that he was helping this patient and family member get to their destination. I greeted Danny and received a friendly hello and his customary smile, which is a 100% consistent with his outgoing personality and positive attitude. For me, the best part about working at the Boise VA Medical Center is that we (staff) treat our patients and each other like family. Danny could have easily walked by without offering to assist these people, but he didn't. I'm very thankful to work alongside individuals like Danny who exhibit the ICARE values on a daily basis, especially Commitment and Respect. Thank you Danny!

Kseniya Bowcutt

During this unprecedented time (pandemic operations), Mrs. Bowcutt has embodied the ICARE values and set the example for other employees to follow. Since the inception of the pandemic Mrs. Bowcutt has embraced the utmost commitment and excellence in managing inventory, storage of supplies, and distribution of personal protective equipment to the entire facility. Her attention to detail and timely acquisitions of supplies in lieu of the current operations at the facility has brought great credit upon herself and has ensured no one is without protective equipment while caring for veterans. This level of competence has created a respect and confidence with many frontline healthcare workers around the hospital. She is the main reason Boise has not run out of PPE during this trialing time. Mrs. Bowcutt has consequently spent many hours ensuring PPE and pandemic supplies are organized, purchased and managed so the supply stays robust and providers have the items needed to care for patients. Her unwavering commitment and dedication is the reason our testing supplies have remained at adequate levels. Furthermore, she maintains an excellent working relationship with vendors to ensure pricing and continued deliveries of items remain on vendors radar.

EMPLOYEES OF THE MONTH **OCTOBER**

Kyle Rahn

Kyle has worked at parking lot 1 screening since it started early this year. Kyle takes pride in his work and doesn't hesitate to volunteer to take on additional responsibilities to make the screening process more efficient. Kyle has earned the trust and respect from fellow screening employees which has resulted in a nickname of "Officer Woody" for an apparent resemblance to the character Sheriff Woody in the movie Toy Story. People who Kyle works with trust him and his ability to complete a task. Kyle's commitment to the COVID screening is evidence for many reasons. Kyle's typical work week is 11 hour days Monday through Friday and is currently the primary officer assigned to COVID screening. Every day Kyle helps set up traffic cones, barricades, labor pool education, then helps pack it all up at the end of the day. After helping pack up the screening operation Kyle opens the entrances to lot 7 and Mountain Cove. Kyle then returns to the office to complete his reports and paperwork from his contacts with people throughout the day. Kyle volunteered to assist Mickie Palmer with inventory, transporting supplies to and from the tent. I have had many people ask to talk to me for the sole reason to let me know how much they appreciate Kyle's professionalism and patience with drivers. They often describe how irate the driver or passenger was and how well Kyle talked in a calm voice. Kyle is the officer who typically responds when a vehicle drives the wrong way, goes around vehicle barriers, speeds through the screening area, a driver refuses to answer the screener's questions, or uses profanity towards screeners. Kyle has also volunteered to assist in the operation of the drive through Flu Clinic expected to start in October. Kyle's understanding of the mission of VA is evident every day. Every day Kyle is responding to reports of people who are upset or acting inappropriately. Kyle reacts to each person differently based on the situation and does not have a one size fits all plan on how to deal with people. Kyle may escort someone to the ED with a medical emergency one moment, and the next dealing with a person who almost ran someone over in the screening area. Kyle identifies the person's actions and what action he needs to take in order to gain voluntary compliance and safety for everyone. Often this requires calming a person down so they understand how their actions affect so many other people. Kyle has earned respect from his peers and coworkers. I have had people stop to talk to me who don't even know Kyle's name. They will describe Kyle to me along with what they saw on a particular day, or routinely see on a consistent basis. Kyle being assigned a positive and friendly nickname by other staff makes a statement. Kyle has worked at the Boise VAMC for a few years now. Kyle is one who will seek out advice or assistance rather than putting himself in a bad situation. Kyle not only raises his hand often to take on additional collateral duties, he also offers suggestions and his Excel knowledge to help anyone who can use it. Kyle welcomes advice and experiences from senior officer and doesn't make the same mistake twice. Kyle takes pride in himself and the work he puts his name on.

VOLUNTEER SPOTLIGHT

Jim Williams

I enlisted in the US Army in October, 1967. After basic and AIT, I was assigned to a Pershing Missile battalion located in Germany. Although I was trained as a supply and armorer specialist, when reporting to the S1, he saw I had 2 years of college, apparently decent test scores, and most importantly…I could type!! As a result, they assigned me to the S2 as a clerk typist. Since the Pershing was a tactical nuclear missile unit, there were a lot of classified documents. My job consisted of accounting for these documents as they were distributed to the firing batteries. I was promoted to E-5 into a Pershing Missile specific MOS in July, 1969. This was shortly before I was on a levy for Vietnam (at that time in Germany, there were many levies for Vietnam to fill its personnel needs). As a result of my promotion, my name was deleted from that levy. I remained in Germany, and ultimately took a European discharge on October, 1970. I took the opportunity to travel through Southern Europe, and ultimately working on a Kibbutz in Israel. I returned to the US (courtesy of Uncle Sam) in February, 1971.

I was born in Nebraska, but raised in Minnesota (Moorhead & St Cloud). After the army, and using the G.I. Bill, I completed a BA degree in Biology at St. Cloud State U, and then a degree in Physical Therapy from the Mayo Clinic in Rochester, Minnesota. I had a 39 year career in the healthcare industry as a physical therapist and in hospital administration, ultimately retiring from Boise St. Lukes in 2014.

My wife (Jan) and I have 3 children, and 9 grandchildren. They are spread from Cleveland, Ohio to Ventura, California, with one set living here in Boise. We enjoy traveling to visit them. We spend a few weeks in Arizona each winter visiting lifelong Minnesota friends, and checking out the local golf courses.

When we travel, I always have my golf clubs with so that I can experience the local courses. As a result of my VA experiences, I have been fortunate to connect with some fellow volunteers to have some very enjoyable golf outings.

I had early experience with the VA system, as my dad worked at the Fargo, ND VA, and then ultimately at the St. Cloud VA. My older brother and I would volunteer at the St. Cloud VA Recreation Dept, as my dad was its department director. It was a psychiatric hospital, and there were many activities planned for the patients. My mom was the initiator of our volunteering, as she wanted our youthful energies channeled somewhere other that in her presence!! I live very close to the Boise VA, and over the years have been through the grounds many times, riding my bike or walking our dog. As a result of history, and proximity, it was a natural fit to volunteer here. I started here in March, 2019, and have worked exclusively in escort services. It has been a very enjoyable experience. My fellow volunteers have been welcoming and in possession of similar backgrounds, thus making for good conversations. The VA staff is very appreciative of our services, and the veterans that we help to escort to their appointments are enjoyable to visit with. The catalog of life's experiences, we encounter here, is truly amazing.

BOISE is HIGHLY RELIABLE

HRO
PRINCIPLES & VALUES

October | National Safety Poster

Theme of the Month: Duty to Speak Up

By Speaking Up, PACU Nurse Changes How Veterans Receive Pain Medication

An RN Exercises Her Duty to Speak Up, Resulting in Improved Veteran Care

Context: Krista Clark, BSN, RN, of the Dayton VAMC, noticed Veterans were arriving in the Post-Anesthesia Care Unit (PACU) without medication orders to manage their pain or nausea. Krista conducted a review and discovered that due to Ohio's state-mandated practice changes, only four anesthesiologists at Dayton VAMC were permitted to order medications for patients in the PACU. The policy change resulted in patients waiting for nausea or pain medication for an average of 30 minutes.

Action: Krista found other units were not experiencing the same problem and brought the issue to nursing leadership and the Evidence-Based Practice (EBP) Council. The council ordered an immediate multidisciplinary quality improvement effort. Staff from PACU, Anesthesia, ICU, Clinical Application, Pharmacy and the EBP Council collaborated to develop an Anesthesia Order Set for post-operative pain and nausea management. They also established a new Nursing Standard Care of the Recovery Patient (C-29).

Results: The changes implemented over the following five months resulted in a 92% increase in patients arriving in the PACU with medication orders for pain and nausea.

> "One individual can change the way Veteran care is provided if he or she is willing to speak up."
>
> *Krista Clark, BSN, RN*
> *PACU Staff Nurse*
> *Dayton VA Medical Center*

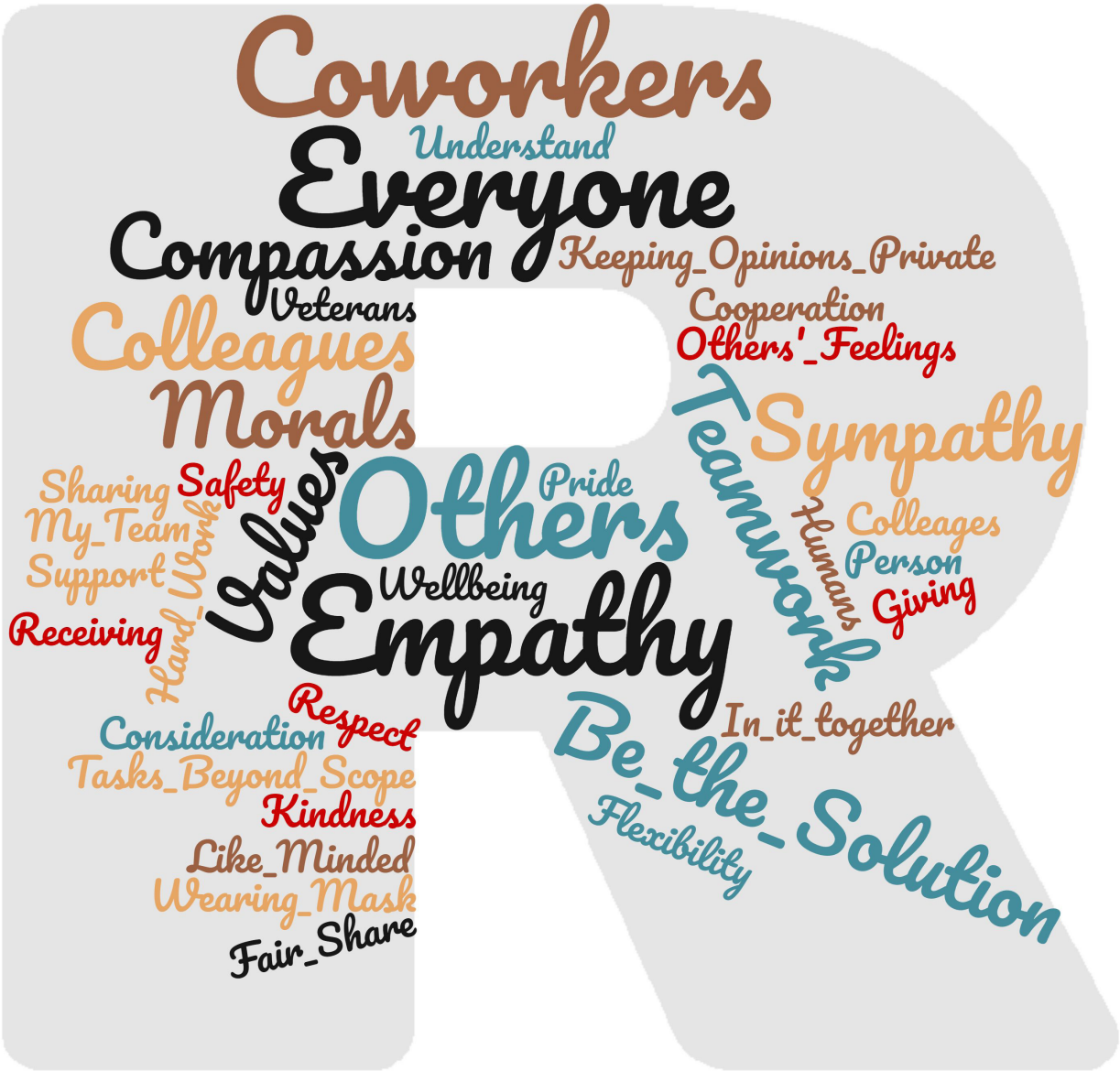
VHA'S JOURNEY TO HIGH RELIABILITY

Your Care is Our Mission.

The following is a snapshot from the all staff virtual Town Hall meeting on October 30, 2020 where staff members were invited to provide feedback on how we are Living Our ICARE Values during the Pandemic with a focus on RESPECT.

The below word cloud is a summary of staff responses to "What helps you embody RESPECT during the COVID Pandemic?"

Note: the larger font indicates greater frequency of responses.



DO ASK, DO TELL

Coming out to your provider is an important step to better healthcare

Lesbian, Gay, Bisexual & Transgender History Month

LGBT Health Program
Population Health Services
VALGBTProgram@va.gov

Shannon Allen, RN, Float Pool, received an order for a patient to receive a blood transfusion. She reviewed the patient's hemoglobin and hematocrit lab results and found the laboratory values did not justify giving the patient a unit of blood. Shannon called the provider to clarify the order because she was concerned there wasn't a need for a blood transfusion. The provider reviewed the chart and realized the order for a unit of blood had been documented on the wrong patient's chart. Shannon's attention to detail prevented a patient from receiving an unnecessary blood transfusion and demonstrated a "preoccupation with failure".

"Preoccupation with failure" is a High Reliability principle defined as "a commitment to monitoring and ¬analysis—a willingness to continually dig in and look for areas of potential risk or waste, then look deeper for root causes and solutions." In a High Reliability Organization, day-to-day operations involve significant complexity with high risk for errors, yet the organization is able to systematically avoid catastrophic outcomes.

Thank you, Shannon, for your "GREAT CATCH"!

Mtn. Home CBOC

October 14, 15, 16

9:00am - 3:00pm

Eastern Oregon CBOC

October 5, 9, 16

9:00am - 3:30pm

Drive-Thru Flu Clinics Were A Success!

Over 3,500 flu shots were given at the Boise VA campus and CBOC's.

GET YOUR FLU SHOT!

NEW THIS YEAR: There will be more drive-thru clinics' this year due to COVID. Get a flu vaccine during your scheduled VA appointment, or attend one of the drive-thru flu clinics being offered above.

Please remember your VA ID card and clothes that help make your shoulder accessible.

**Clinic times are subject to change. Visit www.boise.va.gov for updated information.*

Congratulations to Twin Falls RN, Nestor Hapayan on receiving his 20 year service award.

VA | Boise VA Medical Center

Drive-Up Pharmacy

Because of COVID-19 the Boise VA pharmacy is only filling urgent prescriptions at this time. All other prescriptions must be mailed.

To refill an urgent prescription in person, go to one of the four parking stalls designated for *'parking pick-up'* in parking lot 21, across from the main entrance at Bldg. 85A between 9AM to 4PM.

While you are in the parking pick-up spot call the phone number (208) 422-1180 to speak with pharmacy staff, who will provide you with information & instructions

Once your order is complete, a technician will bring your prescription to your car. Please have your ID ready to show pharmacy staff.

If all the pharmacy parking stalls are taken please come into the pharmacy to talk with pharmacy personnel as usual.

Please do not wait until stalls are empty as this will cause congestion and increased wait time.

CHECK-IN BY TEXT

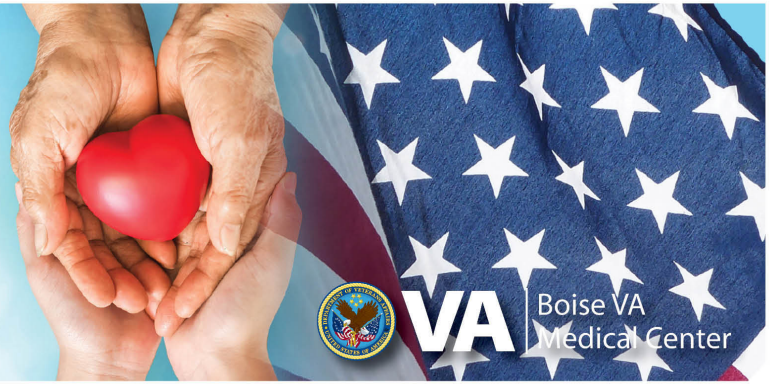
VA | Boise VA Medical Center

You are now able to check-in for your VA appointment by texting the VA that you have arrived with your smart phone.

To check-in for your VA appointment please text the word 'HERE' to 53079 and wait for a reply before entering.

If you don't receive a text reply or if you have been waiting more than 5 minutes past your appointment time please call (208) 422-1499.

Veterans SUICIDE PREVENTION



VA Boise VA Medical Center

SAVE TRAINING

S igns of suicidal thinking

- Feeling like there's no way out
- Experiencing anxiety, agitation, sleeplessness, or mood swings
- Feeling like there's no reason to live
- Withdrawing from family and friends

A sk questions

- Remain calm
- Listen more than you speak
- Maintain eye contact
- Limit questions – let the Veteran do the talking
- Act with confidence

V alidate experience

E ncourage treatment

There are no quick solutions, but help is available.

VA | U.S. Department of Veterans Affairs

S.A.V.E. Free Suicide Prevention Workshop

VA Caregiver Support

S.A.V.E. training is designed to help people identify the signs that someone may be at risk for suicide or in crisis, and provide ways to help.

Simple effective interventions can make a real difference and save lives. The training is focused on the unique risk factors in the Veteran population, but the information also applies to civilians as well.

This training will be offered via video teleconference.

November 18, 2020 at 3PM

To register please call Lu Ann Jensen, LCSW-CSC at (208) 422-1000 ext. 7438

Todd Stevens, LCSW-Boise VAMC Suicide Prevention Coordinator will be the featured guest speaker for the workshop.

Veterans Crisis Line

1-800-273-8255 PRESS 1

LEAVE **NO VETERAN BEHIND** THIS HOLIDAY SEASON

The Veteran Holiday Sponsorship Program is open for sponsors and for veteran nominations now through December 8.

The program is limited to 250 people. Gifts will be available for pickup or delivery the week of Christmas. If you would like to sponsor a veteran or nominate yourself or another veteran please contact Tammy at (208) 422-1175 or Jake at (208) 422-1176.

Nomination forms can be found online at https://www.boise.va.gov/docs/OGHApplication.pdf

Completed forms can be dropped off at Voluntary Service or emailed to boivoluntaryservice@va.gov