



## No Pass Program

Staff have been trained. The posters have been hung. The Trial of the "No Pass" Program began June 3, 2013 on 58-2 and will extend through November 2013. The "No Pass" Program came about as part of an action plan by the SHEP workgroup looking at responsiveness of staff to our Veterans during their hospital stay and how often they received help as soon as they wanted after pressing their call button.

When you step onto 58-2, you are in the "zone," the "No Pass Zone." You will see several posted "No Pass Zone" signs with the philosophy that means all staff, clinical and non-clinical, will be responsive to a patient's call light when they see it has been activated. When entering a room, be mindful of all isolation signs. Identify yourself to the Veteran and ask, "How may I help you?"

The expectation of a staff member answering a call light is to respond to the patient's need. If the request is outside the employee's scope of practice, they are to let the Veteran know that they will quickly go and find someone who can address their need. Once the Veteran's issue has been addressed, staff members are to turn off the call light on the control panel behind the bed and ask if there is anything else they can do to be of assistance.

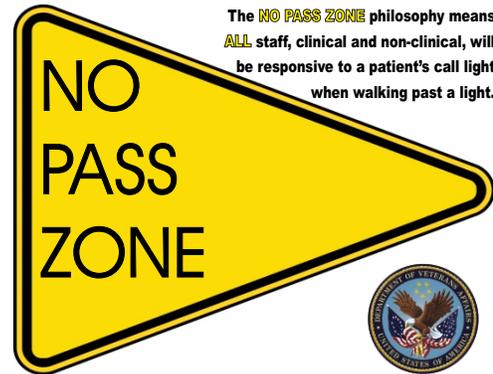
The purpose of this program is to engage staff and create a culture of collaborative teamwork in providing timely, outstanding customer service to our Veterans.

Once the trial period is over, the SHEP workgroup will do an evaluation to see if "No Pass" was favorably received by Veterans and staff.

If you have any ideas that would enhance our Veterans' experience while staying at our hospital, please let the SHEP Responsiveness of Staff workgroup know:

Jill DeBord, LCSW  
Debra Hepburn, MS RD  
Tammy Moore, RN

*Jill DeBord, LCSW  
Chief, Social Work Service*



The **NO PASS ZONE** philosophy means **ALL** staff, clinical and non-clinical, will be responsive to a patient's call light when walking past a light.

## Executive Corner



Due to family reasons, I have accepted the Director position at the Lexington VAMC. August 14th is my last day at VA Illiana and I cannot leave without bidding you all farewell. I have valued my time here, albeit shortened, and I will miss all that Illiana represents. As with any special place it is the people who make it and it will be those I will miss the most.

In the past sixteen months that I have worked here, I have learned tremendously. For me, highlights have included rounding on the units, services and CBOC's, quarterly meetings with employee's who have been on duty for one year, quarterly meetings with Managers and Supervisors, monthly service specific meetings, implementation of the huddle board process and monthly lean celebrations, development and implementation of a strategic plan with 9 strategic initiatives, etc. If not for your constant support and encouragement I would not have been able to perform my duties so well. Professionally, I have gained a lot of knowledge and I shall always cherish this as one of the most satisfying assignments in my career.

During this transition, I am confident that you will: Keep Veterans at the heart of everything you do - that's why we're here. Support your interim and new Director the way you supported me. Aspire to greatness in every challenge. Encourage others to aspire along with you. Illuminate the path to greatness by your example. Be the change you want to see. And always remember . . . each of YOU makes a difference in the lives of the Veterans we serve.

No doubt, there are a lot of challenges ahead for us all. However, with your commitment and dedication I know you will overcome - and you will succeed. Thank you for all of your support and keep up the hard work. I wish you all the very best in all your future endeavors in both your professional and personal lives. It has been a great honor to work with you. I leave the organization with great confidence in the people here; knowing that you are capable of overcoming any hurdles that you will face, individually, and more importantly together. Personally I have a special bonding with all of you and I shall take away with me cherished memories of our times together.

Continue to do great things for our Veterans.

***Emma Metcalf, MSN, RN, CPHQ***  
***Director, VA Illiana Health Care System***

## Calendar of Events

### **National Minority Donor Awareness Day**

August 1

### **Coast Guard Day**

August 4

### **Atomic Bomb Dropped on Hiroshima (1945)**

August 6

### **Purple Heart Day**

August 7

### **U.S. War Department Established (1789)**

August 7

### **Operation Desert Shield Begins (1990)**

August 7

### **Farewell Tea for Ms. Metcalf**

August 8 - Director's Conference Room -  
12:00 PM - 2:00 PM

### **Atomic Bomb Dropped on Nagasaki (1945)**

August 9

### **Vietnam Conflict Began (1945)**

August 22

### **Women's Equality Day**

August 26

### **March on Washington, "I Have a Dream" Speech (1963)**

August 28

### **Hurricane Katrina Strikes Gulf Coast (2005)**

August 29

## New Network Director for VISN 11

Paul Bockelman was appointed Network Director of VA Veterans Integrated Service Network (VISN) 11 by the Secretary of Veterans Affairs effective June 16, 2013.



As Network Director, Mr. Bockelman has strategic planning and budgetary responsibility over seven healthcare facilities in the network, as well as authority and responsibility for meeting unique community needs. The network consists of Ann Arbor Healthcare System (HS), Battle Creek VA Medical Center (VAMC), Detroit VAMC, and Saginaw VAMC in Michigan; Indianapolis VAMC and Northern Indiana HCS in Indiana; and Illiana HCS in Illinois; as well as 30 Community-Based Outpatient Clinics throughout Illinois, Indiana, and Michigan, and Northwestern Ohio serving 386,000 Veterans. With a budget exceeding \$2.1 billion, the Veterans receive high quality of care provided through traditional and innovative methods.

Prior to his appointment at VISN 11 Network Office, Mr. Bockelman served as the Medical Center Director of the VA Healthcare System in Marion, Illinois starting in July of 2010. The Marion VA Healthcare System provides care for 42,000 Veterans in IL, KY and IN.

Mr. Bockelman originally began his career with the VA in 1981 as a Kinesiotherapist.

The Falls Prevention Workgroup is proud to announce the 2nd Quarter, FY13 winner of the . . .

## Fall Prevention and Reduction Traveling Trophy

Selection is based on the following criteria:

1. The committee looks at which unit has the lowest fall rate per 1000 patient days.
2. Creative strategies used by the unit to prevent falls will be considered.
3. Unit representation at the committee meeting is reviewed.
4. Units should submit reports monthly



(L to R): Peggy Robinson, Sheila Clark, Max Hand, Dan Boyd, Susan Borgia and Tyler Lawlyes.

The traveling trophy was presented to the Palliative Neighborhood (CLC 1-4) on Friday, July 19, 2013. The Palliative Neighborhood (CLC 1-4) has maintained a fall rate below the target and has the lowest fall rate in the CLC. When staff was asked what they had implemented to prevent fall event in their neighborhood, they stated that they frequently monitor those at risk for falling. A recent "no fall alarms" pilot was initiated as well. The poster and trophy were placed on the fireplace mantel so everyone, including residents and visitors, can see it as they enter the neighborhood. Frequent rounding along with reminding the residents to call for help has aided to decrease the number of falls that occur as well. They had recently held the trophy for hand hygiene compliance. Their hard work and dedication are much appreciated. **Congratulations Palliative Neighborhood (CLC 1-4)!**

**Sandy Hart, RN**  
**Patient Safety Manager**

## New Chief Chaplain Service

Tom Mills was appointed the Chief of Chaplain Service recently. Tom began his VA career as a Chaplain Resident at the James G. Quillen VAMC from 2003-2007. In 2007 Tom arrived at Illiana as a Clinical Chaplain and from 2010-2013 he was the Acting Chief of Chaplain Service.

Tom provides oversight and resource management for a team of six employees that provide a complete program of spiritual care to the Veterans and staff at Illiana.

Tom received an Associates of Science Degree in Avionics System from the Community College of the Air Force. He received a Bachelor's of Art Degree in Bible/Theology at Lee University and a Master of Divinity from the Church of God Theological Seminary.



Tom Mills  
Chief, Chaplain Service

Tom spent 21 years in the US Air Force working primarily in aircraft maintenance. He started out working on aircraft communications on B52 bombers and KC-135 tankers. Over the next two decades his career field expanded to include navigation systems. He has been stationed in a variety of locations both in and out of the United States. His last position before leaving the Air Force was an Operational Support Aircraft Program Manager responsible for all logistics of 28 V.I.P. aircraft.

**Congratulations to Chaplain Mills!**

## New Chief Geriatrics & Extended Care



Kim Kelley  
Chief, G&ECS

Kim Kelley was appointed the Chief of Geriatrics & Extended Care recently. Kim started her VA career in 1998 as a Social Worker/Palliative Care Coordinator at Illiana before becoming the Palliative Care & Geriatrics Program Manager for VISN 11 from 2009-2013.

Kim will be responsible for inpatient and outpatient geriatric programs which include Community Living Center (CLC), Home Based Primary Care (HBPC), Geriatric and Palliative Care clinics and ensuring delivery of high quality care for Veterans.

Kim received her Bachelor of Science and Master of Arts-Gerontology Degrees from Western Illinois University. She received a Master's Degree in Social Work from the University of Illinois. Kim is also a Licensed Clinical Social Worker.

Kim is most proud of developing the Palliative Care Program at VA Illiana Health Care System.

Kim is originally from Macomb, Illinois.

**Welcome and Congratulations Kim!**

# New Chief & Assistant Chief of Veterans Canteen Service



Robert Fry  
Chief, VCS

Robert Fry and Monique Phagan recently became the Chief and Assistant Chief of the Veterans Canteen Service (VCS).

Before his promotion to Chief, Robert was the Assistant Chief here at Illiana. Prior to arriving at Illiana he was an Assistant Canteen Chief Intern at the Ann Arbor VA. Robert has a Culinary Arts Degree from the Oakland Community College.

As Chief of VCS he oversees the operations of the Patriot Café, Patriot Store, Patriot Express and soon the Patriot Brew. Robert's goal for the Canteen is to provide the best customer service possible for our Veterans and employees. Robert started with the VCS in 2011 as an intern and in two years worked his way up to Chief. Robert is originally from Belleville, Michigan.



Monique Phagan  
Assistant Chief, VCS

Monique started her VA career as a Medical Service Program Support Assistant before she got an internship with the VCS here at Illiana. She has her Bachelor's Degree in Healthcare Administration from American InterContinental University and has started the process of completing a Master's Degree. Monique served in the Army from October 1993 to

July 2001 with the rank of E-3. She served during Desert Storm and OIF/OEF periods. Her last duty station was OPFOR at Fort Irwin, California training troops for desert warfare.

Monique feels her two professional accomplishments are getting her internship with the VCS and completing the National Cardiology Collaborative with VAIHCS when she was a Medical Service Program Support Assistant. Monique is originally from New Orleans.

**Congratulations to Robert & Monique!**

## Veterans Canteen Service - Danville, IL

Earlier this year, VCS Central Office conducted their annual customer service survey for all PatriotStores and PatriotCafes nationally. This survey involved customers filling out a questionnaire which contained questions pertaining to customer service they received from our retail and food employees. These survey questions included how the service is, how friendly are the VCS employees, and are VCS employees helpful. As a result of the survey, our Canteen was ranked 2nd out of all the VCS Canteens nationally for customer service. We would like to thank all Veterans and their family members for their support. We would also like to send a special thanks to all VA Illiana employees for supporting the Canteen and the employees who work hard to make your experience great!

**Robert Fry**  
Chief, VCS

**Monique Phagan**  
Assistant Chief, VCS

# VA Police, Safety and Emergency Management Service Joins Project Lifesaver

## - A Search & Rescue Service to Protect Those with Cognitive Conditions Who Wander

The VA Police, Safety and Emergency Management Service would like to announce that we have fully provided all of our service employees at the Danville campus with training, certification, equipment and support to Help Those Who Wander. The service is bringing the Project Lifesaver Program to the main campus during the next few months and has plans to expand the service to our home based patients and those at our outpatient clinics that are high risk for wandering. Project Lifesaver is designed to track and rescue those with cognitive conditions who tend to wander, this service answers a critical need for protecting people at risk of wandering, including those with Alzheimer's, Autism, Down Syndrome and Dementia.

Project Lifesaver International, the leading organization in electronic search and rescue (SAR) programs, conducted mandatory training and provided certification, ongoing management and support to the VA Police, Safety and Emergency Management Service. Their training includes teaching public safety officials how to use the equipment and how to gain trust of and communicate with people who wander, as well as to ensure that caregivers are well versed in the program -- all of which are essential to a successful rescue.

Our Veterans who become enrolled in the service will wear a wrist-watch sized radio transmitter on their wrist or ankle. The transmitter constantly emits a radio frequency signal, which can be tracked regardless of where the person has wandered -- even into a densely wooded area, a marsh, a concrete structure such as a garage, or a building constructed with steel. When a

Veteran goes missing, caregivers notify the VA Police via 4-5000. The Dispatcher then looks up the transmitter number of the Veteran and dispatches officers to the wanderer's last known location. The Officers will then utilize their receivers to locate the missing Veteran. The average rescue time in the United States remains around 30 minutes.

This service is/will be available to all our enrolled Veterans who are high risk at the Danville Main Campus, and we hope to be able to work with local agencies to provide this service across our catchment area for all of our high risk Veterans over the next few years. This service is and will be provided to all of our Veterans with no cost. We also ask all staff who live in outlying areas to ask their local emergency providers if they participate in Operation Lifesaver and if not, why not and provide them with the contact information below, or contact Lt. Martin (217-554-5156) or Sgt. Reid/Sgt. Collins (217-554-5146).

### ***About Project Lifesaver International***

Established in 1999, Project Lifesaver International (PLI) is a non-profit organization that is committed to helping families quickly find their loved ones who wander because of Alzheimer's, Down Syndrome, Dementia, and Autism. Headquartered in Chesapeake, VA, PLI works with local law enforcement agencies in more than 1,200 communities in 47 states, the District of Columbia and Canada to protect some of society's most vulnerable citizens. PLI provides training and support to all agencies and continues to work with organization on education and awareness regarding the issue of wandering. Visit [www.projectlifesaver.org](http://www.projectlifesaver.org).

***Roger H. Brushaber II, MA, VHA-CM  
Chief, VA Police, Safety and Emergency  
Management Service***

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# "Stop the Line" and its impact on a Culture of Safety and a Just Culture

## What does "Stop the Line" mean?

The idea started in the auto manufacturing industry; management gave everyone working at the plant the authority to stop the production line if they saw a mistake. Quality improved dramatically.

## How does "Stop the Line" apply to the care we provide Veterans?

Stopping the line is about creating a Culture of Safety and a Just Culture, empowering our fellow staff members, whether they are clinical staff in the intensive care unit or engineering staff at the boiler plant, to feel safe and protected when voicing concerns about safety.

## What is a Culture of Safety and a Just Culture?

A Culture of Safety is characterized by an organization where leaders openly focus on safety as a top priority, where systemwide learning occurs as the causes of adverse events are openly shared, where investments are made in the resources and training to ensure safe practices, and where employees freely report and communicate safety concerns.

In a Just Culture leaders do not rush to judge and punish employees involved in medical errors, but seek first to examine the care delivery system as a whole in order to find hidden failures and vulnerabilities.

## How can we create and sustain a Culture of Safety and a Just Culture?

The job for setting the tone with regard to a Culture of Safety and a Just Culture rests squarely with senior leadership. Sustainment comes from active participation from those on the front lines.

## What can senior leaders do to show that safety is a priority and that they are supportive of staff that bring concerns forward?

- ★ Openly encourage reporting;
- ★ Take the opportunity to recognize those who do so;
- ★ Be visible through the practice of Leadership rounds. Walk the halls, initiate informal conversations with employees about safety issues or elements that front line staff perceive as barriers to safe care;
- ★ Provide feedback to staff that actions were taken to address the issues;
- ★ Conduct safety briefings on a frequent basis.

What can supervisors do to show that safety is a priority and they are supportive of staff that bring concerns forward?

- ★ Encourage employees to "speak up" about safety concerns in any situation;
- ★ Ensure that employees are aware of the appropriate methods to formally report errors or safety concerns;
- ★ Support employees by making sure that concerns are heard and addressed.

**continued on page 8**

# "Stop the Line" continued

## What are the benefits of a Culture of Safety and a Just Culture?

- ★ More reports may be received which can be viewed as a signature of a Culture of Safety;
- ★ Our processes will become more transparent increasing the trust of the Veterans we serve;
- ★ Improved trust between front line staff and leadership;
- ★ Human error will be viewed not as failure, rather as an opportunity to improve the care delivery system;
- ★ Leaders use what is learned from adverse events to create a safer care delivery system;
- ★ Veterans receive the best care anywhere.

## How do we want our employees to speak up when they have a concern?

Use a simple tool called the "3Ws"©

- ★ What I see
- ★ What I'm concerned about
- ★ What I want

### Step 1



**"What I See**  
is that you did not  
wash your hands."

### Step 2



**"What I'm concerned about**  
is making sure we don't  
spread infection to our  
Veterans."

### Step 3



**"What I want**  
you to do is wash your  
hands before leaving the  
room."

**It's Okay to "Stop the Line."**

**Sandy Hart, RN**  
**Patient Safety Manager**

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## Blood Drive

Many thanks to the VA blood donors! Community Blood Services of Illinois was able to collect 22 units of lifesaving blood on July 18th. Our goal was 45, we had 27 registered and 5 temporary deferrals.

**Tasha Draper**  
**President/Employee Association**

Thanks to Skylar Davis (seated) and Jennifer Lane (standing) for participating in the blood drive!



## Are You Ready to Quit Smoking?

**Call 1-855-QUIT VET**

New quitline offers individualized counseling and follow-up calls to help you quit and stay quit.

Quitting smoking is the single best thing you can do to improve your health. You have the power to quit smoking and to stay smoke free. Quitting is never easy, but you don't have to do it alone. The Department of Veterans Affairs (VA) has many resources available that can help.

VA's newest resource is a telephone quitline just for Veterans. Veterans who receive health care through VA can call 1-855-QUIT VET (1-855-784-8838) to speak with a highly skilled counselor who can offer individualized counseling about quitting smoking and help develop a personalized quit plan.

Counselors may ask you specific questions about your tobacco use, quitting history, and motivations to quit. Any information provided during the call will be kept private. The quitline is available Monday -Friday, 8 a.m. to 8 p.m., Eastern Time. Services are available in English and Spanish (consejería en Español es disponible).

Support does not end with the first call. To help you stay smoke free, counselors will offer to

follow-up and call you back around your quit date and after you quit.

You have the best chance of quitting smoking if you use smoking cessation medications, like the nicotine patch and gum, while also getting counseling from your VA provider or quitline counselor. VA also has additional tools to help you quit and stay smoke free.

For extra support when quitting, try using SmokefreeVET, a mobile text messaging service that provides around-the-clock encouragement, advice, and tips to help you quit. You can opt-in to the program by texting the word VET from your phone to 47848 up to two weeks before your quit date. You will receive text messages of support and encouragement for six weeks after your quit date. Veterans without a text messaging plan can just text a keyword, URGE, STRESS, or SMOKED, to 47848 and receive a single message in response.

Talk to your VA health care provider before your quit date about using smoking cessation medications and other resources such as specialty programs that may be available to you. For more information on VA's smoking cessation services, visit <http://www.publichealth.va.gov/smoking/>.

**Darcie Clauson, RN, BSN**  
**Veteran Health Education Coordinator**

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# VAIHCS Moving to the Next Level in Patient-Centered Care

Five staff from the Office of Patient Centered Care and Cultural Transformation (OPCC&CT) was at VAIHCS recently providing training sessions to our staff. We had 998 employees participate in the training. We will be providing opportunities for staff at West Lafayette, Mattoon, Decatur and Springfield CBOCs to receive this training in the near future. We will also offer some informational sessions at the Danville campus for those that were unable to attend last week. The OPCC&CT has informed us that they are willing to provide a 1-day make-up session for the Service Chiefs and Supervisors that were not able to attend one of the sessions this last week. This was the 8-hour training session. The importance of this training was to keep us moving forward on our patient centered care journey and to fine tune it to meet the needs of our Veterans. During the 8-hour leadership sessions, teams were developed to help us address the outstanding criteria for us to achieve the bronze recognition. Our goal is to submit our application for Planetree Bronze designation by the first week of September.

We will continue to move forward with applying for the Bronze designation with Planetree. Planetree has a three-tiered designation award program that indicates a facility's progress toward patient-centered care. Applying for any of these designation levels is by invitation only. It says a lot about our facility's dedication to patient-centered care that we have been invited to apply for the Bronze designation. We are very proud of the progress we have made over the past few years and aspire to achieve silver designation within the next 18 months.

The biggest advantage to partnering with OPCC&CT is that while Planetree taught us that "our patients expect good healthcare" and thereby focuses on the patient's experience; the OPCC&CT focuses on the practice of patient centered care as well as the patient's experience. Both the practice and the experience must be present to obtain true patient centered care.

We are moving forward from the foundation laid by Planetree to working with the OPCC&CT that guides the VA toward healthcare that is personalized, proactive and patient driven.

***Rana Shouse***  
***Patient Centered Care Coordinator***



## GRADUATION CEREMONY!

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## Clean Hands Award

Patient Safety and Infection Prevention is priority at VA Illiana Health Care System and good hand hygiene is one of the most important ways we safeguard Veterans. Hand hygiene is recognized as the single most important activity for preventing health care associated infections. VA Illiana would like to recognize Neighborhood 101-7/8 for doing their part in stopping the spread of infections to their Veterans, their associates and themselves by practicing proper hand hygiene. During June, Neighborhood 101-7/8 demonstrated a hand hygiene compliance rate of 94.83%. This was a significant improvement and was obtained through closer observation, increased education among staff and their Veterans and working together as a team to ensure proper hand hygiene was being completed.



Seated left to right: Shannon Miley, Lolita Carter and Shannon Trospier. Standing left to right: Melvin Langston, Alissa Sandefer, Brenda McCool, Ruthie Flowers, Ashley Darnell and Kendall Coffing.

**Thank you for helping protect our Veterans. Way to Go!**

## Take Me Out to the Ball Game!

The Vermilion Voles Vintage Base Ball Club visited the VA on Saturday, July 27th for an exhibition game. The Club generally plays at Kennekuk County Park against other vintage teams from our state as well as Indiana, Ohio, Michigan and Kentucky. They play using the rules of 1860, as adopted by the National Association of Base-Ball Players, dressed in uniforms from that era as well. Veterans from throughout the hospital enjoyed watching the game as well as the camaraderie with the team. The Vintage Voles will be visiting again in the near future to challenge our VA Patriot softball team.

**Suzi Robinson**  
**Recreation Therapist**



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## E-Donate: Online Donations

VA has announced the availability of E-Donate, an online donation option at VA facilities LOCAL URL that will provide community members who wish to give back to Veterans at the medical center a simple and safe way to pledge their support to the fund of their choice. This is been rolled out to VA facilities in phases. VAIHCS should be operational very soon.

The E-Donate option allows donors to select from a number of funds at the medical center they wish to donate to. Additionally, the Department of Veterans Affairs (VA) administrative costs are appropriated, so donors can be sure 100 percent of their donations go to the funds they select and the Veteran patients they are choosing to support.

Donors can find the E-Donate button at MEDICAL CENTER URL. The actual donation is made through a secure site at the Department of Treasury's [www.pay.gov](http://www.pay.gov). A minimum of \$5 is required for online donation.

**Robert Sprouls**  
*Acting Chief, Voluntary Service*

## Great Employees Doing a GREAT Job!



**Jennifer Shuman and Donna Lankster**  
Nursing Service



**Janet Burns**  
Medical Administration Service



**Charles Cunningham**  
Nutrition and Food Service



**Salvatore Marino and Yvonne Orwig**  
C & P Clinic



**Connie Morrison**  
Medical Administration Service

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# CRITICAL THINKING AND THE NURSING PROCESS

## SPEAKERS:

Patricia Quigley, PhD, MPH, ARNP, CRRN, FAAN, FAANP  
VISN 8 Associate Director of the National Center for Patient Safety

Handoff Communication by Acute Care Hospitalist, VAIHCS

The Associate Director of Patient Care Services, Ms. Alesia Coe  
welcomes all who are attending these workshops.

**DATE: SEPTEMBER 9<sup>TH</sup>, 2013**

- 1<sup>ST</sup> SESSION: 7:30AM-11:15AM
- 2<sup>ND</sup> SESSION: 12:15PM-4PM

**DATE: SEPTEMBER 10<sup>TH</sup>, 2013**

- 1<sup>ST</sup> SESSION: 7:30AM-11:15AM
- 2<sup>ND</sup> SESSION: 12:15PM-4PM

Door closes at 7:45AM and 12:30 PM Sharp!

**LOCATION: VETERANS CHAPEL**

**TMS Registration Required.**

**3.5 CE hours are awarded.**

Who should attend? All licensed nursing staff. Approval of your supervisor is required.

1. September 9, 2013      7:30 am – 11:15 am  
[https://www.tms.va.gov/learning/user/deeplink\\_redirect.jsp?linkId=REGISTRATION&scheduleID=2600522](https://www.tms.va.gov/learning/user/deeplink_redirect.jsp?linkId=REGISTRATION&scheduleID=2600522)
2. September 9, 2013      12:15 pm – 4:00 pm  
[https://www.tms.va.gov/learning/user/deeplink\\_redirect.jsp?linkId=REGISTRATION&scheduleID=2600523](https://www.tms.va.gov/learning/user/deeplink_redirect.jsp?linkId=REGISTRATION&scheduleID=2600523)
3. September 10, 2013      7:30 am – 11:15 am  
[https://www.tms.va.gov/learning/user/deeplink\\_redirect.jsp?linkId=REGISTRATION&scheduleID=2600524](https://www.tms.va.gov/learning/user/deeplink_redirect.jsp?linkId=REGISTRATION&scheduleID=2600524)
4. September 10, 2013      12:15 pm – 4:00 pm  
[https://www.tms.va.gov/learning/user/deeplink\\_redirect.jsp?linkId=REGISTRATION&scheduleID=2600525](https://www.tms.va.gov/learning/user/deeplink_redirect.jsp?linkId=REGISTRATION&scheduleID=2600525)

Point of Contact: [Christina.Myers2@va.gov](mailto:Christina.Myers2@va.gov) 217-554-5017

# BRAVO Award Recipients



## **Ambulatory Care Service**

Kathleen Bailey  
Salvatore Marino

## **Chaplain Service**

Lael Dixon

## **Dental Service**

Michelle Hoyt  
Beth Smothers (2)

## **Director's Office**

Wes Grimes

## **Education Service**

David Boerst  
Randi Kilkenny  
Nancy Vaglica

## **Engineering Service**

John Atkinson  
Sue Auter (2)  
Jason Crawford  
Edward DeMoss  
Marvin Lamm  
Dennis LeCount  
Dave Miller (2)  
Christian Montgomery  
Larry Russell  
John Russian  
Ray Spaniol (2)  
Butch Waggaman

## **Environmental Management Service**

Corena Goldey  
Tim Kinney  
Dennis Knight (2)

## **Fiscal Service**

Carter Henson (2)

## **Geriatrics and Extended Care**

Yvonne Brigham

Karen Boland  
Drusilla Ford  
Stephanie Holmes  
Donna Hood  
Vivian Richards

## **Human Resources Services**

Gina Dixon  
Gavin Earp (4)  
Valli Haines  
Matt Hayes  
Bailee Julick  
Debbie Lewis  
Connie Ohl  
Megan Swartz-Foley  
Julie Warner (3)

## **Imaging Service**

Amy Gritton

## **IRM**

Willie Dunigan  
Joni Rundblom

## **Logistics Service**

Lori Freeman

## **Medical Administration Service**

Deb Baker (2)  
Rebecca Brown (2)  
Kelly Elliott (2)  
Nancy Gorton  
Cynthia Grant  
Jennifer Lane (2)  
Joe Lewis  
Sharon Lynn  
Debra Packnett  
Tresa Richards (2)  
Carol Roderick  
M. Julie Smith  
Grace Wilson

## **Medicine Service**

Tony Burns  
Tawnia Gustolise  
Janet Jokela  
Debra Tabela

## **Mental Health Service**

Sara Runyon

## **NCCPAC**

Lisa Michelle Zimmerman

## **Nutrition & Food Service**

Margo Cornwell (2)  
Andrew Ford  
Magdalene Ilich  
Jennifer Mast  
Robin Meek  
Jo Anne Morris  
Deborah Rose (8)  
Alex Sanchez (2)  
Vickie Westley (2)  
Jacquelyn Worthington

## **PCS/Nursing**

Jennifer Buckley  
Mary Burke  
Kathy Christensen  
Diane Coleman  
Gail Collins  
Jessica Cooper  
Donna Emmons  
Tisha Feinstein  
Donette Gray  
Tara Hackerd  
Christina Kraemer  
Amy Kretsinger  
Kari Larimer  
Susan Martin  
Carli Plunkett  
Pam Van Leer  
Amanda Secrist (2)  
Angela White  
Jennifer Whitlatch  
Marie Williams  
Jan Wilson  
Linda Wilson  
Tami Weiss

### ***Illiana News - Proudly Serving Those Who Served***

Committee Members

David Boerst  
Tasha Draper  
Jaime Kanger  
Doug Shouse  
Bob Sprouls

# BRAVO Award Recipients



## **Pathology & Laboratory Services**

Michelle Eppert

## **Pharmacy Service**

Jessie Bergman

Jan Greenleaf

## **Physical Medicine & Rehabilitation Service**

Elizabeth Smith

## **Police Service**

Jill Anderson

Kevin Collins

Robert Foster

## **Prosthetics**

Erin Barton

Kirsten Brown (3)

Rodney Johnson

## **Quality Management**

Rita Adams (5)

Chuck Benniger (2)

Leana Hilde

Anjie Howard

Jane Kirkpatrick

Angela Montgomery (2)

Winnifer Nelson

## **Social Work Service**

Lori Cheek

Hilary Edgerly

Jennifer Gerrib

Natalie Liggett (2)

Jolene Watson

Richard Wright

## **Surgical Service**

Jane Choi

Karen Gross

Letitia Link

Sandy Malan

Patrick Murray

Kristi Weir

# Illinois American Legion Convention

At the annual American Legion State Convention this year in Springfield, two staff from Peoria had booths/displays up for our tele-health and MyHealtheVet programs. Ms. Metcalf, Director, attended the opening session of the convention to give greetings.



L to R: William Stodgel, MyHealtheVet Advocate; Jeannine Hierman, LPN/Lead TCT and Emma Metcalf, Director, VA Illiana Health Care System.

## Gains

**Christina Bodine** - Student Trainee - MAS  
**Maria C. Bryant** - Program Support Assistant - MAS  
**Alexis Courson** - Student Trainee - Ambulatory Care Service  
**Jaymee Gaspar** - Pharmacy Resident - Pharmacy Service  
**Jenna Gregg** - Pharmacy/VALOR Technician - Pharmacy Service  
**Daphne Hannan** - RN - Nursing Service  
**Angela E. Huffman** - Student Trainee - Ambulatory Care Service  
**Shardae Johnson** - Nursing Assistant - Nursing Service  
**Kim Kelley** - Chief - Geriatric & Extended Care Service  
**Hannah Ritter** - Student Trainee - Ambulatory Care Service  
**Jeremy R. Sheese** - Secretary - PM&RS  
**Nathan D. Wadhams** - RN - Nursing Service  
**John W. Walsh** - Food Service Worker - Nutrition & Food Service  
**Katie Watkins** - Pharmacy Resident - Pharmacy Service  
**Alisa Yelimeshyna** - Pharmacy/VALOR Technician - Pharmacy Service

## Losses

**Matthew W. Beck** - RN - Nursing Service  
**Jane L. Choi** - Optometry Resident - Surgical Service  
**Leanne D. Haynes** - Program Support Assistant - Social Work Service  
**O Cliff Irwin** - Nursing Assistant - Nursing Service  
**Ricardo J. Teodoro** - Secretary - Mental Health Service  
**Rocky Thorton** - Lead Police Officer - Police, Safety and Emergency Service  
**Lisa M. Utkin** - Medical Support Assistant - MAS

## Service Pins

### 35 Years

**Margaret L. Ray**  
Pathology & Lab Service

### 30 Years

**Nancy J. Allen**  
Nutrition & Food Service

### 25 Years

**John P. Calvin**  
Nutrition & Food Service

**Donald R. Schmidgall**  
Ambulatory Care Service

**Sudha Uppuluri**  
Mental Health Service

### 20 Years

**Melvina A. Halthon**  
Nutrition & Food Service

**Stephanie R. Holmes**  
Geriatric & Extended Service

**Susan M. Roberts**  
Physical Medicine &  
Rehabilitation Service

### 15 Years

**Michelle R. Eppert**  
Pathology & Lab Service

**Dax A. Gay**  
Surgical Service

**Donna J. Keagle**  
Mental Health Service

**Andrew E. Schaefer**  
Pharmacy Service

**Jeannine C. Stonebraker**  
Pathology and Lab Service

**Sara M. Vernia**  
Medical Administration  
Service

### 10 Years

**Ashia T. Connaway**  
Nursing Service

**Cathy D. Drew-Caudle**  
Nursing Service

**Hilary L. Edgerly**  
Social Work Service

**Yvette Glenn**  
Surgical Service

**Candace M. Lagacy**  
IRM

**Vilma A. Lupian**  
Nursing Service

**Charles A. Terry**  
Police, Safety and Emergency  
Management Service

**Maria L. Torres**  
Nursing Service

**Vicki L. Winters**  
Ambulatory Care Service

