

# Illiana News

*"Proudly Serving Those Who Served"*



Department of  
Veterans Affairs

*Illiana Health Care System*

January/February 2014

## National Salute to Hospitalized Veterans



Danville Mayor, Scott Eisenhauer, is pictured giving Veteran Donald Sutton a valentine.



Associate Director for Patient Care Services, Alesia Coe, is pictured with Veteran Roger Dollahan.



VA Illiana Health Care System Acting Director, Tony Zapata, is pictured giving Veteran Harold Cox a valentine.



Illinois State Representative Chad Hays, autographs a football for Freedom House Veteran Randy Cook.



Beautiful music was provided by Julia K. Jamieson, graduate of the University of Illinois, a professional harpist from the Champaign-Urbana area.



University of Illinois football players stopped by to visit with our Veterans and pass out valentines. Pictured left to right is: Abe Cajuste, DeJazz Woods, Eric Finney and Ralph Cooper.

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## Executive Corner

I would like to share with you all on some of our efforts in providing care to our Veterans who live in remote areas



As you are aware, VA is the largest integrated health care system in the US. VA has the proud mission of serving Veterans in both rural and urban areas equally. We are challenged to keep in touch with our Veterans and the providers who take care of them in different parts of the country. We are now happy to share that this is accomplished through our advancements in Information Technology. The Computerized Patient Records System (CPRS) is now accessible and shared by providers when our Veterans are getting the care away from home as well. Now Veterans can expect VA health care providers to have all the necessary information at hand. This means that Veterans can get care at a local Community Based Outpatient Clinic (CBOC) or any VA Medical Center without interruption in continuity of care. VA leads the nation in using new technology to improve the delivery of care. Because of its information systems, VA is recognized by the Institute of Medicine for the quality of care it provides.

In addition, Telehealth and MyHealtheVet are gaining significant use and I am pleased to share some of our results that we started seeing due to these great programs.

Telemedicine is defined as the use of Telehealth technologies to provide clinical care in circumstances where distance separates those receiving services and those providing services. The value VA derives from Telehealth is not in implementing Telehealth technologies alone, but how VA uses health informatics, disease management, care/case management and Telehealth technologies to facilitate access to care and improve the health of Veterans with the intent to provide the best care.

At VA Illiana Health Care System (VAIHCS), we have implemented Telehealth program to provide care and use case management principles to the delivery of health care services. By using health informatics, disease management and telehealth technologies we are able to provide the right care in the right place at the right time.

We are happy to share that at Illiana, we have now expanded our Telehealth services not only to CBOCs but are also connecting to our other VA facilities in different VISN's. We are rapidly growing from a small team to a full fledged

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## Calendar of Events

### National Freedom Day

February 1

### Women's Heart Week

February 1-7

### Groundhog Day

February 2

### USO Founded (1941)

February 4

### National Wear Red Day

February 7

### National Salute to Veteran Patients Week

February 5-15

### Random Acts of Kindness Week

February 10-16

### Lincoln's Birthday (1809)

February 12

### First Medal of Honor Awarded (1861)

February 13

### Valentine's Day

February 14

### President's Day

February 17

### Washington's Birthday (1732)

February 22

### Desert Storm Ground War Begins (1991)

February 23

### Iwo Jima Day Anniversary (1945)

February 23

### Kuwait Liberation Day (1991)

February 26

### Black History Month Program

February 26

11:00 AM - Veterans Chapel

## Executive Corner (continued from page 2)

program and have also aligned MyHealtheVet service under Telehealth programs. We have currently 36% enrolled in all virtual care programs. The effectiveness of this program is measured in customer satisfaction and cost reduction. With regard to cost reduction/fiscal efficiencies - we have shown reduction in urgent care visits and 40% reduction in hospitalizations. In terms of customer satisfaction, more than 96% of Veterans gave a positive feedback. There is easy access to providers and the treatment team in addition to decreasing the travel time significantly. In terms of our clinical quality measures, we have made great strides in improving our chronic disease management of diabetes, hypertension, obesity management and cardiovascular diseases. We are in the process of exploring more specialty services that we could provide through telemedicine. We congratulate our staff who have worked with great enthusiasm in the Health Promotion and Disease Prevention efforts.

I like to take this opportunity to reach out to all employees regarding the flu season. It is very well known that if at least 90% of the employees are immunized with flu vaccine, the chances of flu outbreak can be prevented. At VAIHCS our employee vaccination rate is at 59%. We all have a collective responsibility to minimize the influenza viral infection for our Veterans. Please visit our employee health and ask if you have any concerns with getting vaccination. They will assist you with appropriate information for you to make prudent decisions.

In closing, I like to extend our sincere appreciation to Russell Lloyd for his leadership as Acting Director since October 2013. He will be returning to his parent station on February 1, 2014. We like to welcome Tony Zapata our Deputy Network Director for assuming the acting Director for VAIHCS until our permanent Director is in place which is in the very near future.

***Nirmala Rozario, MD, Ph.D***  
***Chief of Staff***

## VAIHCS Welcomes Acting Director Tony Zapata



It is a privilege to serve as your Acting Director during this transitional period until a new Director is selected and on board. It is my understanding a new Director should be selected very soon. I plan to be here until the new Director arrives to assure a smooth transition.

My current position is the Deputy Network Director for VISN 11, so I have some knowledge of VA Illiana and what you are all about.

During this period of transition, I will work closely with Ms. Carranza, Dr. Rozario and Ms. Coe to assure our day-to-day operations and decision making continues to go smoothly. My goal as Acting Director is to provide fresh eyes and a new perspective to help serve our Veterans, as well as, supporting our employees.

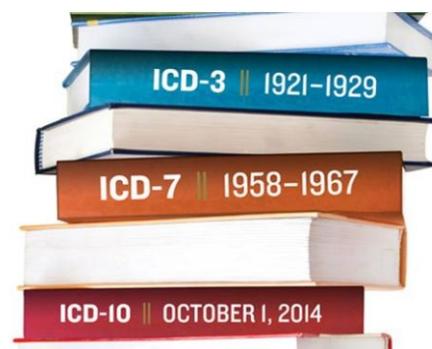
As I have seen in my short time here at VA Illiana, employees provide compassion and quality of care and have a friendly mannerism.

I look forward to meeting employees and discussing their ideas to better serve our Veterans.

***Tony Zapata, FACHE***  
***Acting Director***

## ICD-10 - It's All in the Details

You have all heard the phrase, "if it's not documented, it didn't happen." Because of detailed information contained in the ICD-10 codes, this phrase will become more significant in data collection. ICD-10-CM will be implemented on October 1, 2014. Now is the time to start preparing for the increased level of detail available in ICD-10.



It should be emphasized that the additional detail was based on requests from the healthcare industry. More than a dozen medical and surgical specialty organizations reviewed and provided clinical input during the development of ICD-10. For example, the American College of Obstetricians and Gynecologists requested that the trimester of a pregnancy be added; the American Academy of Neurology requested that the Glasgow coma scale as well as more detailed codes relating to cerebrovascular diseases be added; and the American Diabetes Association requested more detailed codes for diabetes and complications of diabetes.

Unfortunately, we won't be able to gather that detail if it isn't documented. Specificity required of ICD-10 will likely increase the volume of provider queries to achieve complete and accurate documentation.

### What are some of the areas where greater specificity will be required?

- Severity level of asthma
- Stages of non-pressure chronic ulceration (depth)
- Myocardial infarction, specific coronary artery involved
- Stroke/cerebrovascular accident, specific artery involved
- Primary/secondary osteoarthritis, laterality
- Specific injury, codes will be assigned separately for each injury
- Open fracture, Gustilo open fracture scale
- Reporting of under dosing and specific drug

**Debbie Florey, RHIT, CCS**



VA Illiana collected a total of \$26,235.24 of CFC contributions. We would like to thank all you for your contributions.

Also, a BIG thank you to Deborah Lewis and Kristi Weir for all their time and effort they put into this campaign.

## Freedom House Veteran Celebrates 100th Birthday on New Year's Day!

Walter Jacob Tatar turned 100 on January 1, 2014, New Year's Day! He had several family members with him on New Year's Day to help him celebrate!

Mr. Tatar was born in Poland. He and his mother immigrated to the United States when he was 3 years old on a boat. They actually took the exact same route the Titanic took several years later.

He was in the Army/Air Corps, which is now the Air Force during WWII and was in the service from 1940 to 1945. Mr. Tatar met his wife, Delores in Danville prior to going into the service. At that time she was a waitress at a diner on Main Street. They married after the war and lived in Danville before moving to Penfield then Rantoul.

He is from a family of 16 children: 9 boys and 7 girls. Mr. Tatar has 9 children.

Mr. Tatar was a shoe repairman (Tater Shoe Repair) at Chanute Air Force base for 37 years and was also a welding instructor at Chanute. After retirement he owned and operated D & W camp grounds in Champaign.

Mr. Tatar has a son that lives in Danville. He enjoyed fishing and raising vegetables, especially tomatoes. Mr. Tatar still loves to garden and has tomatoes growing in his room at Freedom House.



100 Year Old Veteran, Jacob Tatar is joined by his son Charles and several other family members to celebrate his special day. Happy Birthday!

## Environmental Management Service Employee of the Month

**Max Hand** has been selected as Environmental Management Service "Employee of the Month" for January 2014.



Max Hand  
Environmental Management Service

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## Construction Update



The remodeling of the SAR/REC hall has begun! The demolition has been completed and some of the new construction has started. Contractors are ahead of schedule with this project and hope to have everything completed by mid-summer.



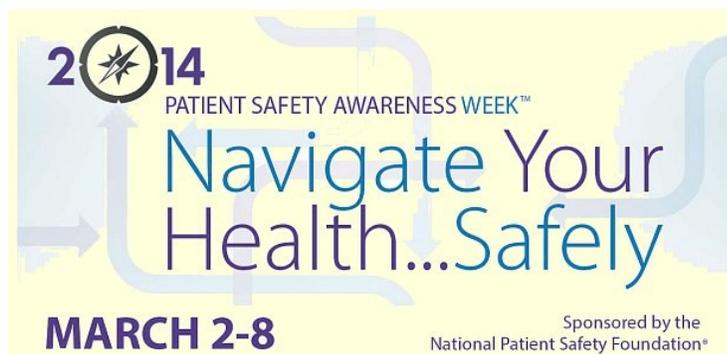
## Patient Safety Awareness Week - March 2-8, 2014

Patient Safety Awareness Week is an annual education and awareness campaign for health care safety led by the National Patient Safety Foundation (NPSF). Each year, health care organizations internationally take part in the event by prominently displaying the NPSF campaign logo and promotional materials within their organizations, creating awareness in the community, and utilizing NPSF educational resources among hospital staff and patients.

The theme for Patient Safety Awareness Week 2014 is *Navigate Your Health... Safely*. This is a week to recognize the advancements that have been made in the patient safety arena, while acknowledging the challenges that remain—and committing to work on them, every day.

The goal of the Patient Safety Program here at VAIHCS is to prevent harm to Veterans seeking healthcare. We accomplish this through a non-punitive approach to reporting patient safety concerns (ePIR), conducting Root Cause Analysis (RCA), and through patient safety initiatives and education. In celebration of Patient Safety Awareness Week, you will have the opportunity to participate in Patient Safety Jeopardy (Danville Tournament and CBOC Duel). In addition, the National Center for Patient Safety will be providing a series of webcasts in promotion of patient safety awareness (schedule available on Patient Safety Sharepoint). I encourage you to sign your team up for Patient Safety Jeopardy by contacting the Patient Safety Office at 4-5412 or 4-5618!

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



## Clean Hands Superstars!

Patient Safety and Infection Prevention is priority at VAIHCS 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. VAIHCS would like to recognize Urgent Care for doing their part in stopping the spread of infections to their Veterans, their associates and themselves by doing proper hand hygiene.

During 1st Quarter FY14, Urgent Care demonstrated a hand hygiene compliance rate of 96.34%. This was a significant improvement and was obtained through increasing observation, just in time training and increasing interdisciplinary staff awareness.



Front row (L to R): Pat Douglas, RN; Sue Rodman, RN; and Marie Williams, NA. Back Row: Steve Dulski, PA; Stephanie Green, RN, MDRO Coordinator; and Dixie Enos, RN, Nurse Manager.

**Dixie L. Enos, RN - Nurse Manager**  
**Stephanie Green, BSN, RN - MDRO Coordinator**  
**Sandy Hart, BSN, RN - Patient Safety Manager**

## Fall Prevention and Reduction Traveling Trophy



Front row (L to R): Randi Kincade, RN; Tamara Morre, RN and Sarah Marble, RN. Back Row (L to R): Joe Corbett, MSA and Drew Smith.

Selection is based on the following criteria:

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

The trophy was presented to Acute Care on Wednesday, January 22, 2014. The Acute Care Unit has sustained a fall rate decrease each year for the past three years. When staff were asked what factors contributed to their success in reducing falls they cited the point of care nurse rounding tool, pajama shorts, reducing clutter in rooms caused by excess furniture, and continued efforts to keep patients mobile during their hospital stay.

The poster and trophy are displayed on the unit so everyone, including family and visitors can see it. Again, congratulations to Acute Care Unit staff!

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

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## New Chief of Quality Management

Alissa Broderick recently became the Chief of Quality at VA Illiana. The Chief of Quality Management is responsible for providing leadership and guidance to develop, implement, refine and maintain a comprehensive quality management review program at the hospital level. The quality management program evaluates the quality of patient care, improves the quality of care provided and evaluates the appropriateness and timeliness of services provided.

Prior to being selected as the Chief of Quality Management, Alissa was the Infection Control Coordinator, a position she held since 2006 when she joined the VA.

In 1997 Alissa received a Bachelor's Degree in Nursing from Lakeview College of Nursing and in 2012 received her Master's Degree in Nursing from Indiana Wesleyan. She is also Board Certified in Infection Prevention and Control.

Alissa is a part-time nursing instructor at Lakeview College of Nursing and is an Adjunct Associate in the Department of Internal



Alissa Broderick  
Chief of Quality Management

Medicine for the College of Medicine at the University of Illinois at Urbana-Champaign.

Alissa is originally from Johnsburg, Illinois, and currently lives in Oakwood with her three children.

Congrats to Alissa!

## Unit Peer Leader Winner

Deborah Bounds is the 1st Quarter FY14 Unit Peer Leader (UPL) winner! She works at the Springfield Community Based Outpatient Clinic and has taken her role as a UPL above and beyond by motivating others, encouraging staff participation, modeling safe patient handling (SPH) practices and incorporating SPH within monthly unit meetings. She works hard to protect her co-workers and patients from injury and it shows!

As a UPL, Deborah has worked to remind staff the need to utilize lift equipment when necessary to protect patients and staff from injuries. She

has completed competencies, and printed and posted media blasts in the breakroom. She is a promotor of the program, while protecting her co-workers from injury and leading them into safe patient handling.

Thank you for all of your hard work.

Congratulations on a job well done!



Deborah Bounds  
UPL winner!

**Amanda Stevens, MSN, BSN, RN**  
**Safe Patient Handling Coordinator**

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# BRAVO Award Recipients



## **Ambulatory Care Service**

Alan Creech  
Mahesh Shah

## **Associate Director for Patient Care Services**

Samantha Fye

## **Chaplain Service**

Ron Ziemer

## **Director's Office**

Lisa Hillary  
Kendra Kinney (2)

## **Education Service**

Jaime Kanger (3)

## **Engineering Service**

Rick Anderson  
Mike Brown  
Kirk Edwards  
Tonya Moore  
Melkie Tega

## **Environmental Management Service**

Max Hand  
Justin Marcinko

## **Fiscal Service**

Deanna Auter (2)  
Tye Auter

## **Geriatrics and Extended Care**

Becky Collom  
Stephanie Holmes  
Latrice Khalaf

## **Human Resources Services**

Peggy Dreher (3)  
Bailee Julick  
Debbie Lewis

## **IRM**

Tod McClure  
David Perry

## **Medical Administration Service**

Tanikka Jimson (3)

## **Medicine Service**

Vivian Smith

## **Nutrition & Food Service**

Jeanette Miller  
Barb Nolan  
Mike Pastrokos  
Tina Wilson (3)

## **PCS/Nursing**

Teresa Blacker  
Debra Brown  
Mari Brown  
Ashia Connaway (2)  
Diane Dukes (2)  
Donna Emmons  
Lori Mills

Diann Smith  
Jennifer Whitlatch

## **Pharmacy Service**

Rhonda Hodgson  
Lacie Martin

## **Physical Medicine & Rehabilitation Service**

Mary Seyfert  
Gary Van Huysen

## **Police, Safety & Emergency Management Service**

Kevin Collins  
David McClintock

## **Quality Management Service**

Alissa Broderick  
Donna Hedge

## **Social Work Service**

Sherry Molburg

## **Voluntary Service**

Jennifer Sheehan-Wells

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

#### **Committee Members**

David Boerst  
Lisa Hillary  
Jaime Kanger  
Jennifer Lane  
Doug Shouse  
Bob Sprouls



## Gains

**Jahnaya Cunningham** - Nursing Assistant - Nursing Service

**Patricia Fuller** - Student Trainee - Quality Management Service

**Melissa Fulton** - Secretary - Ambulatory Care

**Nicole Gorman** - Social Worker - Mental Health Service

**Taylor Horn-Speck** - Dietitian Intern - Nutrition and Food Service

**Abigale Keeling** - Nursing Assistant - Nursing Service

**Jamie Kuyrkendall** - Nursing Assistant - Nursing Service

**Javonda McGrown** - Nursing Assistant - Nursing Service

**Kelli Rice** - Pharmacist - Pharmacy Service

**Hope Scott** - Student Trainee - Medical Administration Service

**Jennifer Shanks** - Nursing Assistant - Nursing Service

**Ruth Simmons** - Medical Technologist - Pathology and Laboratory Service

**Cathy Williams** - RN - Nursing Service

**Allison Wulf** - Student Trainee - Medical Administration Service

## Losses

**Linda L. Collins** - Secretary - Education Service

**Nancy J. Conrad** - RN - Nursing Service

**Stanley Crawford** - Housekeeping Aide - Environmental Management Service

**Debra A. Florey** - Supervisory Medical Record Specialist -

Medical Administration Service

**Jenna L. Gregg** - Student Pharmacy Tech - Pharmacy Service

**John P. Hawkins** - RN - Nursing Service

**Deborah L. Hesse** - LPN - Nursing Service

**Cynthia K. Klein** - Medical Records Tech - MAS

**Sherrie L. Kuzian** - Education Technician - Education Service

**Sarah E. Kyger** - Student Trainee - Medical Administration Service

**Shawnette Marbury-Jones** - Medical Nursing Assistant - Medical Administration Service

**Sandra K. Olson** - Medical Records Technician - Associate Director

**John C. Russian** - Gardner - Engineering Service

**Diann F. Smith** - RN - Nursing Service

**Eugene G. Snapp, Jr.** - Food Service Worker - Nutrition and Food Service

**Charles A. Sporluck** - IT Specialist - IRM

**Sandra K. Starr** - RN - Nursing Service

**Jeffery M. Stier** - Boiler Plant Operator - Engineering Service

**Thomas C. Trigg** - Medical Support Assistant - Medical Administration Service

**Nancy J. Vaglica** - Education Technician - Education Department

**Abby Zimmerman** - Administrative Officer - Quality Management Service

## Service Pins



### 40 Years

**Oscar L. Williams, Jr.**  
Engineering Service

### 35 Years

**Richard L. Salrin**  
Engineering Service

### 30 Years

**Peggy S. Dreher**  
Human Resources Service

### Nancy J. Grimes

Associate Director/Patient Care Services

### Cari S. Snyder

Human Resources Service

### 20 Years

**Christina M. Gossett**  
Fiscal Service

### Ruth M. Hays

Nursing Service

### Raymond R. Rickelman

Mental Health Service

### Deborah V. Rose

Nutrition and Food Service

### 15 Years

**James E. Cullum, Jr.**  
Engineering Service

### June E. Larson

Medical Administration Service

### Keith D. Peoples

Physical Medicine & Rehabilitation Service

### Timothy J. Robison

Engineering Service

### 10 Years

**Todd A. Cottrill**  
Engineering Service

### Megan E. Dahlke

Pharmacy Service

### Melissa E. Lanham

Quality Management Service

### Tonya J. McCune

Nursing Service

### Nancy J. Myers

Nursing Service

### Lisa M. Whitlock

Nursing Service