

Illiana News

“Proudly Serving Those Who Served”



Department of
Veterans Affairs

Illiana Health Care System

April 2012

VA Illiana Health Care System Implements New Program for Veterans

Recently VA Illiana Health Care System (VAIHCS) implemented a new program called Psychosocial Residential Rehabilitation Treatment Program (PRRTP). The program has 36 beds, 6 of which are for female Veterans. The new program is located in Bldg. 103, units 3 & 4. The length of stay for the program is between three and six months, depending on the needs of the Veteran. The program is led by an interdisciplinary team of clinicians and paraprofessionals that provide programming 7 days a week and evenings.

The mission of the PRRTP is to teach and coach Veterans to improve the quality of their lives through the development of adaptive living skills. This is accomplished using a psychiatric residential milieu; promoting recovery based practices; and using evidence based practices. The PRRTP provides a therapeutic environment wherein Veterans are supported and encouraged to pursue recovery from mental illness, substance abuse, Post Traumatic Stress Disorder (PTSD), unemployment and/or homelessness.



(L to R): Lavonya Carter, Peer Support Technician; Melanie Porter, Program Assistant; Jeff DeBord, SARP Coordinator; Jill DeBord, Chief Social Work Service; Brandi Burke, Psychologist; Judith Phillippe, Program Manager; Emma Metcalf, VAIHCS Director; Rick Vaught, Veteran; Laurel Hanetho, Nurse Manager; Sudha Uppuluri, Chief Mental Health Service and Alan Mellow, Network Mental Health Director.



A separate wing is available for our female Veterans.

“This is a program that Veterans have needed for some time and we are thrilled to be able to provide these services”, says Judy Phillippe, Program Manager for the PRRTP.

VAIHCS held an open house on April 2nd for staff and Veterans to walk through and see the units and to learn more about the new program.

A special thanks to the Elks and American Legion Auxiliary for donating televisions, American Legion Auxiliary for donation of computers for Veteran patient use and items for women’s wing to create a more homelike atmosphere and VFW Auxiliary for providing refreshments for the open house.

Veterans wanting more information on the Psychosocial Residential Rehabilitation Treatment Program can call 217-554-5923.

Judith Phillippee
Program Manager

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Executive Corner



If you have not noticed, we are four months into the new calendar year. Are you on your way to executing your New Year's resolution? Are you making those life-changing habits? I read a recent US News & World Report article about eleven healthy habits that will help you live to be 100. I would like to share a couple of those habits and reveal why it is so important for us to lead our Veterans by example. I hope to provide inspiration to start your journey to living a healthier life, for you and our Veterans.

The first habit is simple – move around. It is easy to see how beneficial a couple of minutes of walking around the facility will do to your health, no matter where you are located. With the mild winter and recent change in seasons, a brisk walk will certainly clear your mind and enhance your attitude. You do not have to take your walks all at the same time. A trip to the printer, a walk around the clinic or to the front of the building, or use the stairs to see the progress of the Veteran-Centered Care murals all get you moving. You can find various exercise options not only from Employee Health, but from your local community. Physical Medicine & Rehabilitation Service also allows employees to use our exercise equipment at the Danville facility when Veterans appointments are not scheduled (lunch and after hours). Non-traditional ways to manage stress like yoga, meditation, tai chi, or deep breathing exercises, even just for a few minutes promote encouraging results. Whether you're moving inside or outside, all these options add up and benefit your body and mind. You have a brighter outlook at work while providing excellent service to our Veterans. So Veterans are rewarded from our move efforts.

The second habit to acquire is to cherish the body and avoid smoking, alcohol abuse or overindulging in sweets. We know that if you are a smoker, quitting is very difficult. It is a personal choice and I am not here to pass judgment. But if you have crossed that road to reduce or eliminate that habit, we have help available via our smoking cessation program. Contact Employee Health and they will connect you with our smoking cessation coordinator. If you are a smoker, take into consideration that many of our Veterans are trying to quit. Lead by example and smoke only in designated smoking areas throughout our facility.

Calendar of Events

National Nurses Week

May 6 - 12

National Hospital Week

May 6 - 12

Official End of Vietnam War (1975)

May 7

Mother's Day

May 13

V-E Day (1945)

May 13

National Women's Health Week

May 13 - 19

National Police Week

May 13 - 19

Women's Army Auxiliary Corps Established (1942)

May 14

National Employee Health and Fitness Day

May 18

Armed Forces Day

May 19

American Red Cross Founded (1881)

May 21

National Maritime Day

May 22

Memorial Day 5K Run hosted by the Kennekuk Road Runners & VA Employee Assosiation & Memorial Day Ceremony at Danville National Cemetery

May 28

Memorial Day

May 30

National Veterans Golden Age Games (St. Louis, M^O)

May 31 - June 5

Executive Corner *(continued)*

The final habit was several dietary habits squeezed into one – eat well. Nutrition and Food Service (N&FS) just celebrated National Nutrition month in March with “get your plate in shape”. Dieticians suggest eating fiber-rich breakfast, consuming whole foods in lieu of vitamin supplements, eating generous servings of fruits and vegetables, and drinking plenty of water. They have developed excellent strategies that have proven successful for many of our Veterans in our MOVE! Program and can guide employees looking for the same opportunities. Our Veterans Canteen Service (VCS) food court area was recently renovated, which includes a new salad bar. So VCS now offers employees and Veterans alike with healthier choices to your meals. Check out our new food court or consult with N&FS dieticians to improve your nutritional consumption.

Perhaps today you are not able to follow any of these habits. But small advances towards achieving these positive habits all move us as healthcare workers towards our final goal: leading our Veterans by example to a healthier lifestyle. Our Veterans put their lives on the line to defend our country, wherever they served. We have an obligation to provide them with the best healthcare anywhere, including leading them with positive habits by following our example. Start your journey today and take note of these habits.

Diana Carranza
Associate Director

Vanguard Submission

The following article was submitted to The Vanguard for publication consideration.

The morning of February 28th was busy as usual for Resident Clinic staff at VA Illiana Health Care System; however, an urgent shout brought immediate response. A van driver opened the door to a restroom across the hall to find a patient face down on the floor and unresponsive.

Ashley Strebing, Medical Support Assistant, who had joined VA Illiana just a month before, rushed to the Veteran's aid while fellow MSA, Jennifer Lane, alerted Nancy Conrad, RN. Nancy quickly assessed the situation and asked for Jennifer to call a code blue and get a crash cart. After delivering the crash cart, Jennifer moved patients and their families from the crowded area to grant access to medical personnel. Ashley continued to hold the Veteran's head and maintain

airway while Nancy worked to try to gain response from the patient.

The Code Team arrived and the Veteran was transferred to the Emergency Department. Jennifer escorted patient's family to a waiting area close to where their loved one was moved. After transfer to a local hospital, the Veteran is now an inpatient at VA Illiana Health Care System for rehabilitation.

Ashley, who keeps her CPR training current since obtaining certification at the age of 16, has used this training in the past. All three staff members work as a “team” in the clinic setting and continued to function as a team in the rescue and care for our Veteran.

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Pager System Donation

The Limestone American Legion Post 979 and Auxiliary purchased a 30 unit silent patient pager system for use at the Bob Michel VA Outpatient Clinic. This donation provides an efficient and practical means of alerting patients of appointments while at the clinic. Prior to this donation, patients were more difficult to locate which led to loss of productivity and to frustration for both the Veteran patients and health care providers.

This is an excellent example of local Veterans organizations partnering with VA to enhance the quality of health care for our deserving Illinois Veterans.

Hal Fritz
Voluntary Service Specialist



(L to R): Bob Welborn, Commander American Legion Post 979; Kay Ingram, American Legion Post 979 Auxiliary VA Hospital Representative; Janice Gruber, President American Legion Post 979 Auxiliary; Nancy Sullivan, Supervisory MAS Assistant and Verna Caho, Medical Clerk Team A.

VA Illiana Health Care System Celebrates AMVETS Because We Care Day

Members of the Illinois Department of AMVETS and AMVETS Auxiliary celebrated Because We Care Day at VA Illiana Health Care System (VAIHCS) on Wednesday, April 3, 2012. Each year, the first Wednesday in April, AMVETS nationwide takes time to show their appreciation for the sacrifices men and women have made for our country. Care kits are provided to each hospitalized Veteran. Mayor Scott Eisenhauer proclaimed the day "Because We Care Day." Veterans were entertained by Bev Wolfe and company and served pizza and sodas.



Community Blood
Services of Illinois

The Employee Association will be sponsoring a **blood drive on Monday, May 7th, from 8:00 AM - 5:00 PM in the Social Activities Room (SAR)**. Please remember to eat a good meal before donating, drink extra water, and bring your donor card or a photo I.D. to the blood drive. Community Blood Services of Illinois will again be providing the services and all donated blood is supplied to Carle Foundation Hospital, Provena Covenant and Provena United Samaritan Medical Center, Sara Bush Lincoln Health Center, and Saint Anthony's Memorial Hospital.

The life you save may be your own!
Please come out and be part of this event.

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Managing Health Care Worker Fatigue

Health care providers are affected by fatigue on the job because they often work long hours, multiple days in a row, or on shifts that go against the natural rhythms of our internal circadian clock. In addition to a demanding work schedule, health care providers may become physically, emotionally, and intellectually drained on the job as patients become more acutely ill and health care environments become more complicated and technologically advanced. Health care providers need to manage their fatigue and maintain alertness so that patient care is not affected. For example, nurses working 13 consecutive hours or longer show a significant decrease in attentiveness on the job and are two to three times more likely to make a medical error than nurses who stop working after 12.5 hours.

The Joint Commission released Sentinel Event Alert 48 in December 2011 to address the effects and risks of extended work hours. To ensure that health care providers understand the importance of recognizing and managing fatigue, health care organizations must mitigate the risks of fatigue that result from extended work hours – and, therefore, protect patients from preventable adverse outcomes.

Nursing service at VAIHCS also recognizes the concerns that surround staff working long shifts and has applied the following strategies;

- The organization has taken an active role in reducing those situations where any nursing employee is expected to work more than 12 hours in one shift.
- Employees are encouraged to evaluate their own schedules and place their names on a roster for any voluntary overtime.
- Registered Nurse shifts of greater than 12 hours are monitored closely to assure they fall within critical staffing situations. In the event an RN is requested to work longer than 12 hours, additional steps are in place to find a replacement as quickly as possible.
- Mandatory overtime has been virtually eliminated. When supervisory staff feels they will need to mandate any nursing employee, a conference call is placed to the



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Nursing Service Chief to evaluate possible alternatives.

- Nurses are encouraged to take their break and lunch.
- Open communication between the NODs and the unit charge nurses is encouraged. Ongoing communication is facilitated by the NODs to assess workload and to examine how staff can be relieved for lunch or break.

Sandy Hart, Patient Safety Manager
Robin Gordon, Chief Nurse- Operations/
CBOC/HBPC

Abiodun Raimi, Chief Nurse ACS/Acute
Care/Mental Health

Sharon Buchanan, Acting Chief Nurse
Community Living Center



*A surprise guest
will be
participating
in the event!*

Join us for a 2K WALK + ROLL

To benefit Homeless Veterans and Promote Health and Wellness

**Wednesday
May 16, 2012
4:30 PM**
Pre-registration at 4:00 PM
in front of Green Homes
(located on VAIHCS Golf Course)

Pre-register before the walk by contacting

LeAnne Haynes - (217) 554-5142 or leanne.haynes@va.gov

or

Jennifer Gerrib - (217) 554-5679 or jennifer.gerrib@va.gov
and receive a commemorative visor!! (Limited supply)

Entry Fee (donations)

- Toilet Paper
- Paper Towels
- Pre-paid Cell Phone Minute Cards
- Track Phones
- Wal-Mart or County Market Gift Cards



Veterans Experience 2012 - Artist Reception



Charles Brightman of Danville, performed a song he wrote about 2 of his high school friends who died while serving in Vietnam.



Ms. Metcalf, VAIHCS Director presented a gift to Dorothy Fava and Colleen Asaad, Danville Art League board members.



Veteran James Miller of Covington, IN was presented with a Certificate of Appreciation for participating in the Art Exhibit by Suzi Robinson, Recreation Therapist.



Titled, "Gianna's Penguins", painted by Jesse McCarver, for her daughter who loves penguins.



Glass by "Lopsided Bean Lady", aka Susan Strader of Mattoon, IL. Handmade glass beads, pendants, and marbles.



Titled, "USS Cole" by Dale Wagoner of Lafayette, IN.



National Volunteer Week April 15 - 21, 2012

During Fiscal Year 2011, 778 volunteers provided 42,443 hours of service -- the equivalent of 20 Full Time Equivalent employees or \$906,582 worth of salaries! Donations received totaled over \$900,000! Volunteer drivers transported over 3700 Veterans and traveled nearly 178,00 miles. Sixty-five students participated in the Summer Youth Program.

The work our volunteers provide is marked by great commitment and even greater compassion that improves not only our Veterans lives but also our employees. Volunteers complete the team at VA Illiana Health Care. Monetary estimates aside, it is impossible to

calculate the amount of caring and sharing our Volunteers provide -- they are a priceless asset to VA Illiana Health Care System.

Please take the time to show your appreciation to all our Volunteers!

Volunteers Rock -- Annual Volunteer Banquet!



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BRAVO Award Recipients



Associate Director/Patient Care Services

Andrew Hoskins

Director's Office

Lori Pearman
Donna Hughes
Alissa Sandefer

Education & Research Service

Steve Collins
Dale Van Duyn

Engineering Service

Walter Huyck
Archie Nixon
Charles Waggaman
John Russian

Environmental Management Service

Carla Johnson
Thomas Addis
Daniel Fugate

Fiscal Service

Sally Brash

Human Resources Services

Tisha Harvey

Medical Administration Service

Jennifer Buckley
Laure Girouard
Grace McMillin
Kelly Elliott

Mental Health Service

John Harris

Nutrition & Food Service

Nickie Staple

Pathology & Lab Service

Kerry Emmett
Shobhana Shah

Pharmacy Service

Del Siegmund
Rohini Rakalla
Murvin Norgaard

PCS/Nursing

Barbara Shanks
Carla Naylor
Earl Williams
Elain Smith
Vicki Sullivan
Phyllis Lehman
Donette Gray
Cathy Drew-Caudle
Amy Fricks
Jacklyn Gentry
Diane Schell
Lisa Jenkins
Glenna Woodcock
Stephanie Hart
Steve Allen
Sandy Starr
Sandy Beaulier

Physical Medicine & Rehabilitation Services

Patrick Stevens

Police Service

Roger Brushaber

SPS

Ellen Collins
Jeffrey Martin
Monica Brandon

Social Work Service

Lindsey Millikin

Surgery Service

Vijay Batura

2012 National Hospital and Healthcare Week

Making Miracles Happen

VA Illiana Health Care System

Hospital Week Activities

May 7 - 12, 2012

Kick-Off KUDOS Program - New staff acknowledgment program.

New Display Boards - To showcase items from the Air Force (Bldg. 98), Army (Bldg. 58), Marines (Bldg. 102), Navy (Bldg. 101) and Coast Guard (Bldg. 103). We will be accepting donated items during Hospital Week, May 7 - 11. Look for all employee message for more information.

Canteen Lunch Special - On May 8th and 10th - Cheeseburger with fries and medium soda or bottle water for \$3.99. A savings of \$1.10!

Sno-Cones for Employees and Veterans - Tuesday through Thursday, 12:00 Noon to 2:00 PM - sno-cones will be delivered around the facility to employees and Veterans.

Red, White and Blue Day - On Friday, May 11, wear red, white and blue to show support for our troops!

Kick off VA Bloom Program - By planting flowers around the buildings

Trivia Game - 5 questions about VAHCS history - Winner receives \$25 gift certificate to Canteen. Look for All employee message for more information.



Don't Forget
Mother's Day -
Sunday
May 13th!

Gains

Isaki Afolabi - Physician - Ambulatory Care Service
Calvin Allen - Housekeeping Aid - EMS
Kristopher Bell - Medical Support Assistant - MAS
Kimberlee Bergthold - Call Center - MAS
Megan Cambron - Social Worker - Social Work Service
Lavonya Carter - Peer Specialist - Social Work Service
Ebun Croom-Osaze - Physician Assistant - Ambulatory Care Service
Meghan Davis - LPN - Nursing Service
Alberto Delgado - Physician - Ambulatory Care Service
Joel Ferren - Logistics Secretary - Logistics Service
 Shawn Franklin - LPN - Nursing Service
Cynthia Fulkerson - LPN - Nursing Service
Corena Goldey - Housekeeping Aid - EMS
Terry Gouard - Food Service Worker - Veterans Canteen Service
Heather Hastings - RN - Nursing Service
Christopher Haughn - Housekeeping Aid - EMS
Lori Horton - RN - Nursing Service
Tifanie Hutchinson - Call Center - MAS
Kendra Kinney - Secretary - Mental Health Service
Sheryl Leonard - RN - Nursing Service
Jason McMasters - Housekeeping Aid - EMS
Daryl Miley - Food Service Worker - Nutrition & Food Service
Sherry Nobbe - Medical Technologist - Pathology & Laboratory Service

Debora O'Brien - Physician Assistant - Mental Health Service
Benjamin Oliver - Food Service Worker - Nutrition & Food Service
Pravin Patel - Physician - Surgical Service
Tia Penn - Student - Director's Office
Eric Powell - Housekeeping Aid - EMS
Peggy Robinson - LPN - Nursing Service
Jack Russell - Housekeeping Aid - EMS
Jessica Saunders - RN - Nursing Service
Dallas Shaw - Student - Nursing Service
Tiffany Shelton-Clarke - LPN - Nursing Service
Cynthia Smith - RN - Nursing Service
Brian Watkins - NA - Nursing Service
Katherine Weber - Social Worker - Social Work Service

Losses

Gary Brooks - Police Officer - Police Service
Kevin George - Housekeeping Aid - EMS
John Gullotta - Medical Support Assistant - MAS
Mary Holt - Teller - Fiscal Service
Emma Ludeman - Practical Nurse - Nursing Service
James McCrone - Housekeeping Aid - EMS
Walter Niccum - Housekeeping Aid - EMS
Tram Quach - Pharmacist/Clinical Specialist - Pharmacy Service
Patrick Stevens - Corrective Therapy Assistant - PM&RS
Richard Wilson - Physician Assistant - Mental Health Service

2012
 Excellence in Nursing
 Awards and Recognition Ceremony



Friday - May 11, 2012
 1:00 PM
 Social Activities Room
 VA Illiana Health Care System
 Danville, Illinois

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

Committee Members
Teresa Ard
David Boerst
Jaime Kanger
Doug Shouse

KUDOS to . . .

For . . .



From . . .

How do you make someone feel appreciated? You tell them!

Announcing Kudos!!

As with many things in life, the simplest process is often the best. Make someone smile and feel appreciated by simply filling out a Kudos card and giving it to them. Just write the person's name and why you think they deserve Kudos and either give the card directly to them or share it with their supervisor first. There is no right or wrong way to give a Kudos!

Don't wait for someone else to recognize the people that do such a great job here every day. You can do it yourself. Seeing someone smile when you hand them a Kudos card is more fun than receiving one.

Try it and see!

Kudos cards can be obtained from your supervisor or the Patient Centered Care team in Building 98, room 3009

Service Pins

35 Years

Gertie M. Smith

Nursing Service

25 Years

Starla Wright

Pathology & Laboratory Service

Kelly Larosa

Social Work Service

Grant A. Reynolds

Medical Administration Service



20 Years

Kevin A. Perdue

Engineering Service

Darlene L. Etter

Social Work Service

15 Years

Cynthia K. Klein

Medical Administration Service

10 Years

Bryan Stewart

Engineering Service

Laurel Hanetho

Nursing Service

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