

Illiana News

"Proudly Serving Those Who Served"



Department of
Veterans Affairs

Illiana Health Care System

March 2014

VAIHCS Welcomes Mr. Rivera!



Integrity ★ Commitment ★ Advocacy ★ Respect ★ Excellence

Executive Corner

I have had the opportunity to meet many of you already and am looking forward to meeting all of you during the incoming days.



I have been here for almost a month. It is a great honor for me to be in Danville. Perhaps a few of you are asking about who I am and my philosophy. You already know a bit about my background, so I'll list a few of the things that I believe you should know. Like you:

- I'm fully committed to the mission and goals of the VA. I joined the VA for that reason.
- I'm Veteran centered. All my actions and decisions are based on what is best for the Veteran. After all, I will also be receiving my healthcare in this facility.
- I want my staff to be successful and see as an important part of my job to provide the tools and assistance to accomplish that.
- I believe in partnerships and fostering relationships.
- I believe in transparency and ethical behavior.
- I believe in accountability and continuous improvement.

As we continue our journey together, I will be defining these bullets a little bit better.

Concerning my immediate plans for the organization I can tell you that I intend to:

- Assess the organization. I don't believe in changing for the sake of changing and find it disrespectful to an organization when somebody comes and tries to make the organization look like the one the person transferred from. Illiana Health Care System is an individual organization that is already recognized as a leader in many areas. We will continue that way.
- Address the results of the All Employee Survey (AES). To me, the AES is a very important tool and I use it to influence change in the organization. My preference is that we maintain the lines of communication open and address things before the AES, but once reported on the AES, we need to design action plans and execute those plans.
- Reach financial stability. We will balance our budget. However, patient care, quality, and safety will never be compromised for any reason.

All of you are subject matter experts in your respective specialties. I encourage you to share ideas about reducing costs, improving the services we offer and improvements to the organization and our mission, or even share things that might not be going well. I will always ask you follow the chain of command. I trust the information will make it to me. If you feel that is not working, please contact me.

Again, I'm excited about the opportunity and am looking forward to learn from all of you.

Japhet C. Rivera
Director

Calendar of Events

Battle of Okinawa Begins (1945)

April 1

U.S. enters WWI (1917)

April 6

National Volunteer Week

April 6-13

National Former POW Recognition Day

April 9

Bataan Death March Anniversary (1942)

April 10

Palm Sunday

April 13

National Library Week

April 13 - 19

Paralyzed Veterans of American Established (1946)

April 14

Administrative Professionals Week

April 20 - 26

Easter Sunday

April 20

Earth Day

April 22

Holocaust Remembrance Day

April 27

National Compliance and Ethics Week

April 28 - May 2

Cambodia Invaded by US (1970)

April 30

Fall of Saigon (1975)

April 30

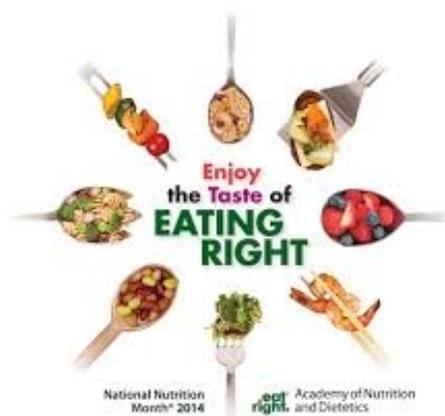
National Nutrition Month

March was National Nutrition Month and the Danville VA Illiana celebrated by holding an educational event on March 20th in the Hub. This year's focus was to "Enjoy the Taste of Eating Right." Nutrition facts flyers and healthy recipes were available demonstrating different ways to season foods. There was a demonstration on how to use a calorie and exercise tracker. Participants were encouraged to play a nutrition version of "Who Wants To Be a Millionaire", put together by graduate dietetics intern, Taylor Horn-Speck. Everyone who played received a prize. The grand prize, a kitchen scale, was awarded to Kenneth Conklin from Chaplain Service. Staff dietitians were on hand throughout the event to answer questions. A big thank you to all who participated.

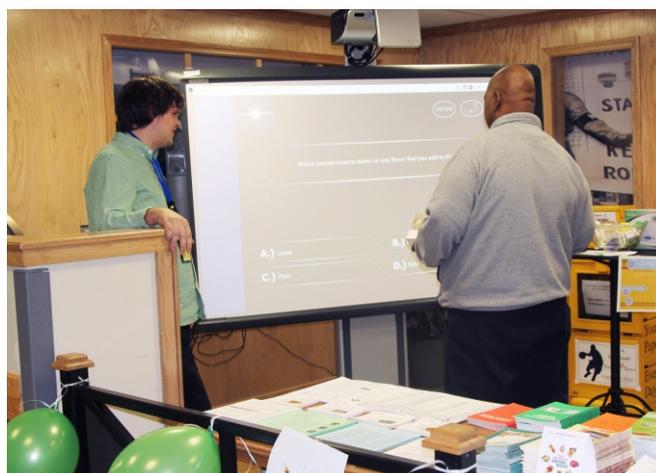
We also celebrated the achievements and hard work of Illiana's Registered Dietitians by highlighting their importance of being experts in the field of nutrition. The dietitians here at the main campus and throughout the Community Based Outpatient Clinics (CBOC's) are striving to improve patient health through nutrition education.

VA Illiana's Nutrition & Food Services staff includes Adam Bange, Chief; Alisa Lamm, Clinical Manager; Nancy Allen, administrative dietitian; Debra Hepburn, Jennifer Mast and Brooke Thomas at the Danville campus in-patient dietitians; Jacquie Worthington and Lori Carlson, out-patient dietitians. Kimberly Tegenkemp, Jackie Beem, Deborah Czernecki, Barbara Nolan, Latisha Marks, Kristy Powell out-patient dietitians at CBOC's in the VA Illiana system throughout central Illinois and western Indiana.

Sylvia Middaugh
Graduate Dietetic Intern



Nancy Allen, Administrative Dietitian, discuss the importance of good nutrition to Doug Krout (left) and Alan Trombley (right), both of Engineering Service.



Jesse LeSure, Jr., Food Service Supervisor, puts his nutrition knowledge to the test by playing the nutrition version of "Who Wants to be a Millionaire". Checking to make sure his answers are correct is Taylor Horn-Speck (left), graduate dietetic intern.

Health Information Professionals Week

The American Health Information Management Association (AHIMA) will honor and celebrate health information professionals during the 25th annual Health Information Professionals (HIP) Week March 16-22, 2014. This year's theme is "Transforming Healthcare with Information."

Health Information Management (HIM) is an allied health profession that is responsible for ensuring the availability, accuracy, and protection of the clinical information needed to provide healthcare-related decisions. Health information professionals work in a variety of settings, including hospitals, clinics, physician offices, and many other organizations. They play a key role in the effective management of health data and medical records needed to deliver

quality healthcare to the public. The work HIM professionals do to ensure the integrity of health information is imperative to clinical and administrative decision making. Access to accurate information helps everyone make important decisions and leads to a healthy society.

Health Information Management consists of Records Management, Medical Record Quality, Cancer Registry, Release of Information, Document Scanning, Coding, Documentation Improvement, and Medical Transcription. Our HIM staff celebrated the week with daily prize drawings, a luncheon on Wednesday, and a snack on Friday.

For more information about HIM, please visit the Medical Record SharePoint page. In light of the upcoming ICD-10 implementation, please also visit the ICD-10 Steering Committee SharePoint page.

Julie Wahls, RHIT

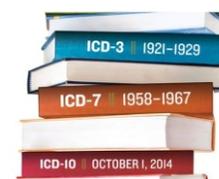
ICD-10 Documentation Requirements

The facility is working towards the transition from ICD-9 to the ICD-10 code set. One major reason for change is to improve the specificity of data collection. In the ICD-10 diagnosis code set, characters in the code identify right versus left, initial encounter versus subsequent encounter, and other clinical information. Following are some examples of documentation requirements you will see:

ICD-10 Documentation Requirements For Diabetes

- Identify the type (i.e., Type I or Type II).
- Clarify any cause and effect relationship between diabetes and other conditions (e.g., diabetic peripheral vascular disease).
- Specify long-term use of insulin for type II diabetes.
- List the underlying condition, drug, or chemical responsible for secondary diabetes (e.g., steroid induced).
- Detail insulin underdosing or overdosing related to an insulin pump malfunction.

- Differentiate when diabetes is accompanied by 'hypo' or 'hyper' glycemia. State if hypoglycemia is or is not causing a coma.



ICD-10 Documentation Requirements For Adult Personality and Behavior Disorders

- Identify the type of adult personality and behavior disorders (e.g., paranoid, schizoid, obsessive/compulsive, narcissistic, etc.).
- Include any other mental disorders (e.g., autism, PTSD, eating disorder, Asperger's etc.).
- List any alcohol or drug use, abuse, or dependence.
- Detail impulse disorders (e.g., pathological gambling, pyromania, kleptomania, intermittent explosive disorder, etc.).
- Gender identity disorder: Documentation should identify the status of any sex reassignment if applicable.
- Include both psychological and physical signs and symptoms when describing a factitious disorder

Stay tuned ... Documentation training will be coming soon to your service!

Julie Wahls, RHIT

VAIHCS Participates in National Patient Safety Awareness Week Activities

The theme for Patient Safety Awareness Week 2014 was Navigate Your Health . . . Safely. The week was established 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.

In celebration of Patient Safety Awareness Week, employees had the opportunity to participate in Patient Safety Jeopardy as well as a series of webcasts presented by the National Center for Patient Safety. Veterans were also provided with Patient Safety Tips on the daily meal trays and

through the outpatient Pharmacy in Danville and Peoria.

A big thank you to the four teams who participated in Patient Safety Jeopardy this year! The following two teams took the win in Danville; Recreation/Social Work: David Zapata, Sarah Nixon, Latasha Hampton, and Lisa Hillary. Quality Management: Alissa Broderick, Rita Adams, Stephanie Green, Kevin Krout, and Lori Jones.

We were also able to host a Patient Safety Jeopardy game for CBOC staff in which each location served as a team against one another. After a grueling battle, Team Peoria took the win!

Thank you to those who participated in the activities celebrating National Patient Safety Awareness Week!

Sandy Hart, RN, BSN, CPPS
Patient Safety Manager

New Utilization Management Coordinator



Angelia Montgomery
Utilization Management
Coordinator

Angelia Montgomery recently became our Utilization Management (UM) Coordinator. The UM Coordinator is responsible for the UM functions and programs, including human resources assigned to UM. Angelia serves as a clinical consultant to the Non-VA Care Coordination (NVCC) Program providing guidance and supervision of clinical reviews for claims received from NVCC reimbursement, NVCC care and service requests, for reconsideration of claims through the Appeals process, Millennium Bill claims and non-VA hospital care. She is accountable for the evaluation of UM Programs including data management, systems/redesign, and project management assisting in addressing efficiency, organizational resource utilization, performance measures, access and customer service. As the UM Coordinator, she analyzes data from those activities and initiates action to improve those activities occurring within the medical center.

Prior to being selected as the UM Coordinator, Angelia was the Risk Manager. She has worked at VAIHCS since 2005.

In 2001 Angelia received a Bachelor's Degree in Nursing from Lakeview College of Nursing and in 2009 received her Master's Degree in Nursing from Indiana Wesleyan University. Angelia is also a part-time nursing instructor at Lakeview College of Nursing.

Angelia has lived in Danville most of her life. She is married and has five children.

Congratulations!

Integrity ★ Commitment ★ Advocacy ★ Respect ★ Excellence

New Chief of Nutrition and Food Service

Please welcome the new Chief of Nutrition and Food Service, Adam Bange. Adam has been the Assistant Chief here for the past five years and a Clinical Dietitian the prior 15 years. The Chief of Nutrition and Food Service is responsible for the management of 75 clinical and food service staff, providing for inpatient and outpatient Veterans nutritional and educational needs.

Adam states, "I've always enjoyed cooking and first became interested in studying nutrition while in high school, realizing the benefits of good nutrition and excellence in sports." Two years of cooking classes in high school sparked an even greater interest in the nutrition and food service field.

Upon graduating from high school, Adam enlisted into the U.S. Army, becoming a Hospital Food Service Specialist. During this period he also worked as a caterer in the Washington DC area, having served numerous events, including the Joint Chiefs of Staff. His military unit also won a national food service competition, resulting in his being a recipient of the Army Achievement Medal.

Once Adam completed his military service, he worked in hospital food service, ultimately becoming a food service supervisor at a community hospital while completing his undergraduate and graduate studies in dietetics.

During this period his family also operated a restaurant and catering business. After completion of his graduate studies, Adam worked as a Clinical Dietitian at a community hospital, before joining the staff at VAIHCS.

As the Assistant Chief, Adam participated in the development of a new meal delivery system and two new ten resident Veteran homes on the VAIHCS Danville campus.



Adam Bange
Chief, Nutrition & Food Svc.

Adam and his wife of twenty-eight years, Julie, who is also a Veteran, met and married while in the service. They are currently raising their children, sixteen-year-old Becky and thirteen-year-old Brianna on their horse farm in rural Brocton, Illinois. Adam has also served as a volunteer firefighter and Boy Scout leader and enjoys spending time with his family, boating, swimming, biking, weight training, and horseback riding.

Adam states, "I take pride being a Veteran, serving Veterans and look forward to continued service in my new position as the Chief of Nutrition and Food Service."

Congratulations!



Mr. Rivera, VAIHCS Director, accompanied by Dr. Rozario, Chief of Staff, enjoys meeting staff members as he tours the facility.

Congratulations to PACT Teams!!!

Patient Aligned Care (PAC) Team recognition began in fiscal year (FY) 2011 with the first awards being presented in 2012. For FY 2013, PAC Team recognition was based on the thresholds and benchmark targets for the following metrics:

Metric	Threshold	Benchmark Target
Continuity	65%	77%
Ratio of Non-Traditional Encounters	12%	20%
Same Day Access with PCP	48%	70%
2 Day Contact Post Discharge	40%	75%

VA Illiana Health Care System (VAIHCS) has a total of 33 PAC Teams located in Danville, Peoria, Decatur, Mattoon, Springfield, Illinois and West Lafayette, Indiana. There has been a growing number of VAIHCS PAC Teams that have received recognition over the past three years. In FY2011, 7 of the 33 PAC Teams received recognition. FY 2012 yielded 18 teams to receive this recognition. For FY 2013, VAIHCS received a greater portion of the award recognitions for VISN 11 with 23 teams receiving these prestigious recognitions. Several of the 33 VAIHCS PAC Teams have received recognition consistently over the past 3 years.

Congrats!!!

2014 Black History Program was held on February 26th in the Veteran's Chapel.



Keynote speaker, Michael Todd Brown, CEO/Executive Director, Danville Family YMCA.



Musical selections were provided by the VA Voices, led by Selisha Bell.



An essay on Martin Luther King was read by Alyssa Grear.

Integrity ★ Commitment ★ Advocacy ★ Respect ★ Excellence

March was National Social Work Month!



This year, social workers celebrated the theme, "All People Matter" through various projects and gathers which culminated in the annual Friends of Social Work Breakfast on March 19. "Friends of Social Work" are nominated by VAIHCS social workers. They embody the mission and values of social work practice and are key partners for social workers in meeting the needs of our Veterans. "Friends of Social Work" award recipients for 2014 were: Shannette Marbury-Jones, Facility Revenue Technician (previously Eligibility Clerk); Suzanne Robinson, Recreation Therapist; and Doug Shouse, Health System Specialist. Many thanks to these very special people!

Jill DeBord, LCSW
Chief, Social Work Service



Japhet Rivera, VAIHCS Director, thanks Social Workers for all their hard work caring for our Veterans.



(L to R): Social Worker Katie Weber and "Friend of Social Work" Shannette Marbury-Jones.



(L to R): Social Worker Megan Cambron, "Friend of Social Work" Suzi Robinson, and Social Worker Dave Sevilla.



(L to R): Jill DeBord, Chief Social Work Service and "Friend of Social Work" Doug Shouse.

VISN Director and Chief Medical Officer Tours VAIHCS

Mr. Bockelman, VISN Director for Network 11 and Dr. Hancock, Chief Medical Officer visited VAIHCS on March 12th and toured the PACT clinics. They also visited the Peoria CBOC.



Mr. Bockelman stopped by Registered Nurse Morgan Lincicum's office and admired her "Nurses Rock" plaque.



Pictured left to right: Mr. Bockelman, VISN 11 Director; Japhet Rivera, Director, VAIHCS; Alesia Coe, Associate Director for Patient Care Services/Nurse Executive; Dr. Hancock, Chief Medical Officer, VISN 11; Dr. B. Yelamanchili, VAIHCS Physician; and Dr. Rozaori, Chief of Staff.



(Left to right): Dr. Hancock, Chief Medical Officer is given a tour of Urgent Care by Dr. B. Yelamanchili.



VISN 11 Network Director Mr. Bockelman (pictured left) checks out data on the Huddle Board in Urgent Care.



Illiana Safety News

APRIL 2014, NUMBER 12

Illiana Safety News will be distributed on a quarterly basis to share safety information with VA Illiana Health Care System staff. Questions or comments should be directed to the Safety Office at 45149.

Lightning: What You Need to Know

- **NO PLACE** outside is safe when thunderstorms are in the area!!
- If you hear thunder, lightning is close enough to strike you.
- When you hear thunder, *immediately* move to safe shelter.
- Safe shelter is a substantial building or inside an enclosed, metal-topped vehicle.
- Stay in safe shelter at least 30 minutes after you hear the last clap of thunder.

Indoor Lightning Safety Tips

- Stay off corded phones, computers and other electrical equipment that put you in direct contact with electricity.
- Avoid plumbing, including sinks, baths, and faucets.
- Stay away from windows and doors, and stay off porches.
- Do not lie on concrete floors, and do not lean against concrete walls.

Last Resort Outdoor Risk Reduction Tips

NO PLACE outside is safe when lightning is in the area, but if you are caught outside **with no safe shelter anywhere nearby** the following actions *may* reduce your risk:

- Immediately get off elevated areas such as hills, mountain ridges or peaks
- NEVER lie flat on the ground
- NEVER use a tree for shelter
- NEVER use a cliff or rocky overhang for shelter
- Immediately get out and away from ponds, lakes and other bodies of water
- Stay away from objects that conduct electricity (barbed wire fences, power lines, windmills, etc.)
- UNDER NO CIRCUMSTANCES should ANY of the above actions be taken if a building or an all-metal vehicle is nearby



Lightning often strikes outside of heavy rain and may occur as far as 10 miles from any rainfall!

If Someone Is Struck

- Victims do not carry an electrical charge and may need immediate medical attention.
- Monitor the victim and begin CPR or AED, if necessary.
- Call 911 for help.

BRAVO Award Recipients



Associate Director
Jill Anderson

Dental Service
David Collum

Education Service
Henry Mills (2)

Engineering Service
Sue Auter
Janet Green
Darren Saunders
Bryan Stewart (4)

Fiscal Service
Teresa Miles

Mental Health Service
Erica Dubois
Victoria Dunavan (2)
Angelique Forney
Joel Moore

Nutrition & Food Service
Terry Forman

PCS/Nursing
Debra Biava (2)
Chris Doedtman
Tara Hackerd
Karen Hodges
Sandy Payne
Yvonne Sprouse
Tammy Weiss

Pharmacy Service
Rhonda Hodgson
Lacie Martin

Physical Medicine & Rehabilitation Service
Dan Hall (2)

Police, Safety & Emergency Management Service
Juan Guadarrama
David Rusk

Quality Management Service
Winnifer Nelson

Recreation Therapy Service
Angelika Hustedt

Social Work Service
Hilary Edgerly
Sherry Molburg

Surgery Service
Karen Gross
Kristi Weir

VAIHCS Celebrates Recreation Therapy Month - March 2014



Recreation Therapist at VA Illiana Health Care System. Front row (L to R): Angelika Hustedt, Paula Payne (Music Therapist) and Amanda Flesner. Back Row (L to R): Kiyoko Hadley (Intern), Kim Dalbey, Casey Lorenzen, and David Zapata. Not pictured: Suzi Robinson.

Gains

Angela M. Brown - RN - Nursing Service
Jeremy Clark - Nursing Assistant - Nursing Service
Parker Coleman - Housekeeping Aid - Environmental Management Service
Kay Forestier - Physician - Ambulatory Care
Kathleen Gipson - Practical Nurse - Nursing Service
Dorothy Kurylo - Physician - Pathology and Laboratory Service
Brian Lock - Painter - Engineering Service
Alice Means - Student Trainee - Medical Administration Service
Nicole Nicholson - Social Worker - Mental Health Service
Natalie Padilla - Student Trainee - Social Work Service
Sherry Quick - RN - Nursing Service
Japhet C. Rivera - Health System Administrator - Director
Walter Rongey - Dentist - Dental Service
Thaddeus Rose - Food Service Worker - Nutrition and Food Service
Corey Smith - Housekeeping Aid - Environmental

Management Service
Shawna Smith - Medical Technician - Pathology and Laboratory Service
Rocky E. Thorton - Police Officer - Police Service
Torre Walls - Program Support Assistant - Medical Administration Service

Losses

John P. Calvin - Cook - Nutrition and Food Service
Lori DeYoung - Social Worker - Social Work Service
Harold A. Fritz - Voluntary Service Specialist - Voluntary Service
Lilian J. Hulette - Vocational Rehabilitation - Mental Health Service
Melissa L. Johnson - RN - Nursing Service
Bailey M. Knapp - Nursing Service - Nursing Service
Diana L. Mitchell - Purchasing Agent - Prosthetic and Sensory Aids Service
Patrick S. Runyan - Administrative Officer - Environmental Management Service
Michael J. Sheltron - Supervisory Occupational Safety

Service Pins

35 Years

Connie L. Lenfesty
 Fiscal Service

30 Years

Terry J. Howard
 Nutrition and Food Service

Joni L. Kincaid

Pathology and Laboratory Service

Gary A. Van Huysen

Physical Medicine & Rehabilitation Service

20 Years

William H. Walton
 Pathology and Laboratory Service

15 Years

Daryl T. Cary
 Nursing Service

William T. Morgan

Pharmacy Service

Joda T. Potts

Nursing Service



Illiana News - Proudly Serving Those Who Served

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