



Emma Metcalf, Director, VA Illiana Health Care System thanks Vietnam Veteran for his service to his country.

## VAIHCS Honors Vietnam Veterans

On January 28th, VA Illiana Health Care System honored Vietnam Veterans during a program held in the Social Activities Room marking the 40th anniversary of the cease-fire of the Vietnam War.

Harold Fritz, Voluntary Specialist at the Bob Michel Community Based Outpatient Clinic, Medal of Honor Recipient, and Vietnam Veteran delivered the keynote address. Other special guests included Scott Eisenhauer, Mayor of the City of Danville and

children from the Tri-Valley School in Downs, Illinois who provided musical entertainment as well as reading essays in which they thanked all Veterans for their bravery and service to our Country.



(L to R): Harold Fritz presented to Mayor Scott Eisenhauer his own personal Medal of Honor Challenge Coin which was presented to individuals for outstanding service either in the military or in support of our Veterans.



## Executive Corner

### All Employee Survey



As VA Illiana Health Care System strives to continue to deliver the highest quality patient care, it is critical to continually assess employee and organizational satisfaction. The VA All Employee Survey (AES) is your annual opportunity to share your evaluation of your satisfaction with your job, perception of your immediate workgroup, and observations of your organizational culture. The 2013 VA All Employee Survey will be conducted April 22nd through May 13th. Participation in the survey is voluntary, confidential, and anonymous. By voicing your opinion, you can influence the future of VA!

Prior to the kick-off of the All Employee Survey, there will be a fair conducted in the Social Activities Room to showcase the changes that have occurred as a result of the survey in years past. The AES team will be selling hot dogs, chips and a drink for \$1.00.

### All Employee Survey Incentives

- ◆ 1st Week - Workgroups that achieve 90% participation: Each employee in the workgroup will get a reserved parking space in an employee parking lot near their service for 1 week.
- ◆ 2nd Week - Workgroups that achieve 90% participation: A drawing will be conducting of workgroups to participate in "Walk in My Shoes".
- ◆ 3rd Week - Workgroups that achieve 90% participation: An Ice Cream social served by Quad members

For more information, contact your VA All Employee Survey Coordinators:

Rana Shouse, extension 45270  
Candi Gregg, extension 45628  
Patrick Runyan, extension 45945

**Alesia Coe, MSN, RN**  
**Associate Director for Patient Care Services/  
Nurse Executive**

## Calendar of Events

**World Day of Prayer**  
March 1

**Peace Corp Founded (1961)**  
March 1

**Patient Safety Awareness Week**  
March 3-9

**Daylight Savings Time Begins**  
March 10

**VA Cabinet Status (1989)**  
March 15

**St. Patrick's Day**  
March 17

**Operation Iraqi Freedom Begins (2003)  
10th Anniversary**  
March 19

**Spring Begins**  
March 20

**Tuskegee Airmen Activated (1941)**  
March 22

**Palm Sunday**  
March 24

**National Medal of Honor Day**  
March 25

**Good Friday**  
March 29

**Doctor's Day**  
March 30

**Easter Sunday**  
March 31

Illiana News - Proudly Serving  
Those Who Served  
Committee Members  
Teresa Ard  
David Boerst  
Tasha Draper  
Jaime Kanger  
Doug Shouse  
Bob Sprouls

# News from the Employee Association

The Employee Association donut membership drive and Valentine's Day flowers were a success. The winner of the Valentine's Day basket was Alissa Sandefer and the winners of the Danville Dashers tickets were Rana Shouse and Doug Shouse. Thank you to everyone who participated and helped make it a success!



Pictured left to right: Tasha Draper, Peggy Dreher and Jennifer Lane.

## Past Events

Danville Dashers hockey game VA night on February 23rd was a huge success! Thank you to all who came out to represent the VA and support the Dashers!

## Upcoming Events

Big Brothers Big Sisters Bowl for Kids Sake -- March 8, 2013

If anyone is interested in being a captain or bowling please contact Tasha Draper @ ext. 45065 or email [Latasha.draper@va.gov](mailto:Latasha.draper@va.gov)

Cubs vs. Mets Tickets -- May 18, 2013

The Employee Association is offering Cubs vs. Mets tickets at a discounted group rate. We must sell 50 tickets in order to get this price. If we do not sell 50 tickets you will be refunded your money. All tickets must be preordered and paid for. If you are interested in purchasing tickets or for further information please contact Jennifer Lane @ ext. 43100 or email [Jennifer.lane3@va.gov](mailto:Jennifer.lane3@va.gov). March 1st in the last day ticket orders will be taken.

## CBOCs

The VA Employee Association is open to all paid employees. We recognize there are some outpatient clinics who may want to have their own local group. Any paid employee from the outpatient clinics are welcome to join and participate in any association event sponsored by the Employee Association. We do realize that distance may prevent employees from the CBOCs from participating so that is why we are requesting each CBOC form sub-committees which can plan sight specific employee association events. Anyone wishing to be a point of contact for your area, please contact Tasha Draper @ ext. 45065 or by email at [Latasha.draper@va.gov](mailto:Latasha.draper@va.gov).

**Tasha Draper**  
**President**  
**VAIHCS Employee Association**

# Patient Safety - Culture of Safety (Part 6)

What creates a culture of safety? - **TEAMWORK**

- ◆ It is everyone's job to watch for failures in the system/process.
- ◆ It is everyone's job to accomplish the mutual goal of safe, high-quality performance.
- ◆ Everyone needs to understand how their work connects with others.

## *An Example of Teamwork:*

On Tim's second day of work, while going through an orientation with the Nurse Practitioner (NP) on his team, he observed one of the Physician Assistants (PAs) reminding a doctor that the lab work for patient X had come in, and discussing the next steps they would complete within the hour. He thought how different that was from where he worked before, where labs would sometimes sit for days before anyone the doctor did not in managing the laughed and told pointed out that action." Each was responsible for others. This way intelligently hold gaps because



reviewed them, let alone actually contacted the results and next steps. He also appreciated that seem to think it unusual for a PA to take the lead care. When he commented on that, the NP him that was just the process here. She also this was "just part of the team structure in member of the team had a role to play, but also understanding how their role interacted with the they were interdependent and could also each other accountable for ensuring there were no someone assumed that was "not my job".

**Sandy Hart**  
*Patient Safety Manager*

In next issue: **Patient Involvement**

## Donation Made to Mattoon CBOC

Peggy Kuhn, Volunteer and Vice President of the Toledo, Illinois American Legion Auxiliary, presented the Mattoon Community Based Outpatient Clinic a check for \$200.

Ms. Kuhn is pictured presenting the check to Shauna Tohey, MAS staff member at the Mattoon CBOC.

**Rob Betts**  
*Program Assitant for ACOS*



**Integrity ★ Commitment ★ Advocacy ★ Respect ★ Excellence**

## January Unit Peer Leader of the Month!

Tina Forshier is our January Unit Peer Leader (UPL) of the Month! Tina has taken her role as a UPL to the next level by increasing co-worker knowledge of Safe Patient Handling (SPH) through the emergency room and into Psychology. She utilizes Safe Patient Handling as a regular agenda item during her unit staff meetings. She participates in UPL training sessions and teaching moments with her co-workers. Tina participates in monthly UPL meetings and is a role model for safe patient handling (SPH) concepts. She continues to provide positive feedback to her co-workers when noticing proper patient handling techniques.

Congratulations Tina! Your hard work does not go unnoticed!

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

## VA Goes Red for Women!



(L to R): Amber Cadick, PhD - Health Behavior Coordinator and Misty Hillard, RN - Health Promotion Prevention Program Manager cooked up some healthy and delicious recipes!



(L to R): Misty Hillard, Amber Cadick, Sherrie Ellis, Cindy Knee, Julie Smith, Sierra Davis, Hilary Edgerly, Ashley Strebing, Sarah Dickerson, Lisa Lancaster and Rana Shouse.

On February 1st, a Heart Health Kick-Off Event was held in the Social Activities Room. This event provided blood pressure screening, tools to decrease your risk factors for heart disease and a cooking demonstration and samples of heart healthy food. Carmen Pitman, RN, heart attack victim and former employee of VAIHCS was the keynote speaker. Carmen shared with the audience her personal story of experiencing a heart attack.



Jennifer Clark, EEO Assistant takes advantage of the free blood pressure reading provided by Ashley Strebing.

# Celebrating Engineering at VA Illiana

Engineering staff are involved in every single project at our facility - no matter how big or small. During the week of February 19, 2013, Engineering Service celebrated the many ways in which they are involved in VA Illiana's daily operations.

On Thursday, February 21st, Engineering held a resource fair and showcased the many ways in which they operate. Several shops were represented including Paint, Sheet Metal, Carpenter, Machine, Locksmith, Plumbing, Grounds & Transportation, Work Orders, Project Section, and Biomed. Several friends of Engineering, including Safety and Occupational Health, Emergency Management, and Green Environmental Management System (GEMS), were also present and shared valuable information.

From construction projects and station-level work orders to biomedical engineering and maintaining grounds and transportation, Engineering demonstrates its versatility in our remarkable healthcare setting each and every day.

***Rachael Dietkus Miller, MSW, LSW  
Administrative Officer/Engineering Service***



Various project displays were available for viewing.



Sheri Smith, PM&RS gets a lesson in painting from the guys from the paint shop. Dick Salts (right) and Tom Tiernan.



Got an electrical problem? Call Ed Demoss, Engineering Service electrician.



(L to R around the table): Catherine Craft, General Engineer; Bryan Stewart, Grounds & Transportation Supervisor; Dave McClintock, Safety & Occupational Specialist; Homer Rodgers, Locksmith; and Rocky Young, Locksmith.



## Nursing Spotlight

**Nursing Workforce and Workplace Enhancement Committee is proud to present the**

# Mattoon CBOC in the Nursing Spotlight

**Please tell us about your unit's (work group) specialty?**

Primary Care is our specialty.

**Tell us about your staff (mix, combined years of experience, etc.)**

Our nursing staff consists of Bravo Team with Lynne Wolf, RN and Kari Larimer, LPN and the Alpha Team with Craig Koester, RN and Karen Whitley, LPN. We also have a Telehealth LPN Autumn Risinger. We all come from different working experiences such as primary care, ambulatory surgery, emergency room, cardiac care, dialysis and geriatrics. This group has 110 years of combined experience!

**TOOT YOUR HORN**...and tell us about unit/work group special projects &/or accomplishments:

Our Alpha team was nationally ranked for outstanding PACT team performance for 2011. The award was given by PACT committee from Washington D.C. Each of us has special projects and assignments throughout the year to include:

Lynne Wolf, Bravo Team RN- provides CPR training and is a Unit Peer Leader. She also serves as a member of Clinical Nurse Practice and Health Promotion/Disease Prevention committees.

Craig Koester, Alpha Team RN is involved as a Unit Peer Leader and participates on the Hand Hygiene committee. He serves as our Infection Control representative as well. He will be retiring soon from the US Navy as a Chief Petty Officer with over 20 years of service including US Navy Seabees, Naval Mobile Construction Battalion Two Five, and 2 deployments in OIF/OEF. He was also recently recognized in the Feds Feed Families Hall of Fame for donating over 250 pounds of food.

Karen Whitley, Alpha Team LPN participates in the monthly Nursing Journal Club and uses her artistic talents with projects for Nurses Week such as posters and baskets. She was recently recognized for donating over 250 pounds of food in the Feds Feed Families Hall of Fame.

Kari Larimer, Bravo Team LPN serves on the Hand Hygiene Committee and is the clinic's RME champion. She also participates in the Nurses Week poster contest and basket fundraiser. Kari is the Mattoon CBOC nursing historian!

**Tell us what YOU would like us to know about your unit/work group:**

Both of our RN's are Veterans, along with many other staff in our CBOC. With a large group of Veterans working among us, we have a better understanding of our service population's needs and are able to give exceptional care to our Veterans with their input and guidance.

**FUN facts, Tidbits & Trivia about your unit/workgroup/staff:**

Our Veteran staff here in the Mattoon clinic represents the Army, Marines and Navy. We all come from a small town atmosphere. We believe our clinic is like a small community and we are committed to caring for our community. Our clinic is the farthest south from Danville VA, so don't be surprised that you may notice some of our employees have a southern drawl.

# National Salute to Hospitalized Veterans





## 2013 Black History Month

On February 19th, the Diversity and Inclusion Committee sponsored a program to celebrate Black History Month. This year's theme was, "**At the Crossroads of Freedom and Equality: The Emancipation Proclamation and the March on Washington**".

The guest speaker was Tricia Teague, Danville native, publisher at Progressive Black and President and founder of Plethora Publishing, Inc. Other special guest included Pastor Thomas W. Miller, New Life Church of Faith; Mayor Scott Eisenhauer; Carly Kirk, Danville High School senior; and Aaron Wilson, Spoken Word Artist. Entertainment was provided by VAIHCS Choir, "VA Voices".



The vocal talents of our VA Employees are truly amazing!  
VAIHCS "VA Voices"



Guest Speaker Tricia Teague

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## Congressman Visits with Veterans

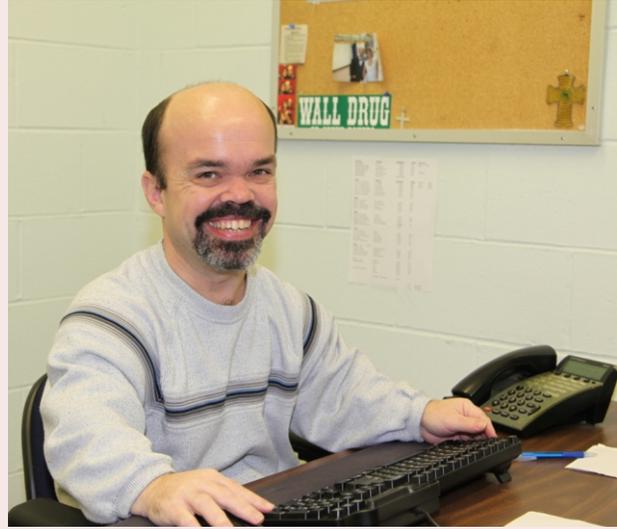


On Monday, January 11th, Congressman John Shimkus stopped by VA Illiana Health Care System, visiting with Veterans and passing out Valentines.

# Great Employees Doing a GREAT Job!



Melvin Langston - Nursing Service



Dwight Marxman  
Geriatrics & Extended Care Service



(L to R): Dr. Par and Candi Gregg  
Geriatrics & Extended Care Service



Nancy Grimes - Nursing Service



Tammie Jo Grant - Logistics Service



Vivian Richards - Shabaz

# BRAVO Award Recipients



## Ambulatory Care Service

Frances Hernandez

## Associate Director

Tracy DeWeese

## Chief of Staff

Dale Van Duyn

## Education Service

David Boerst (2)

Jaime Kanger (2)

## Engineering Service

Jim Bushman

## Environmental Management Service

Eric Powell (2)

Joann Pope

Nathaniel Cunningham

Dennis Knight

## Fiscal Service

Carter Henson

## Human Resources Services

Regan Bensyl

## Medical Administration Service

Vickie Crum (2)

Debra Baker

Marsha J. Smith

Judy Cain

Mellissa Forman

Candy Thacker

## Medicine Service

Thomas Perry

## Nutrition & Food Service

Terry Forman

Tim Hamilton

## PCS/Nursing

Marla Smith

Christy Allen

Rita Sroufek

Betty Mosier-Johnson (2)

Diana Price (2)

Kari Larimer

Tisha Feinstein

Anita Coon

Angela Schamberger

## Physical Medicine & Rehabilitation Services

Monica Grant

Dina Bradley

Nicholas Scheuing

Brandon Greene

Leah Ann Kegley (2)

Liz Smith

Rhonda Olson-Lorentz

Megan Drake

## Prosthetics

Scott Reichert (2)

## Recreation Therapy Service

Kim Dalbey (3)

## Social Work Service

Sarah Runyon (2)

Hilary Edgerly

# Project Benefits Homeless Veterans

Residents and staff members at The Arthur Home, located in Arthur, Illinois, have been making mats for homeless Veterans. The mats are made from plastic bags. They cut bags into strips and crochet the strips into mats. It takes approximately 700 bags to make one mat. They have completed four mats and are working on a fifth. Residents and staff presented the completed mats to Social Worker Amber Clark of the Decatur Community Based Outpatient Clinic. Pictured in the

photo are: Front row (L to R): Lillie Warner, Mildred Key, Mary Kolb, and Evelyn Mauck. Back row (L to R): Julie McCartney, Amber Clark, Cindy Helton, and Rachael Myers. Helton, Activity Director at The Arthur Home learned about this activity two years ago when she attended the Life Services Network Convention in Chicago. She came home from the convention with the idea and the project began. If you would like to help with this rewarding project, please call Cindy Helton at (217) 543-4565. Even if you don't crochet, this is a wonderful way to recycle your plastic bags.



## Gains

**Kayla M. Baker** - Student Escort - Nursing Service  
**Erin M. Barton** - Medical Support Asst. - VISN Prosthetics  
**Donald D. Bennett** - Accounting Tech - Fiscal Service  
**Leroney Bond** - Medical Support Assistant - Medical Administration Service  
**Laura Davis** - Nursing Assistant - Nursing Service  
**Machado Edmond** - Psychiatrist - Mental Health Service  
**Shanti P. Ganesh** - Physician - PM&RS  
**Heidi L. Green** - Student Escort - Nursing Service  
**Michael J. Greene** - Medical Instrument Tech - Medical Service  
**Randi Kilkenny** - Education Technician - Education Service  
**Derrick W. Nelson** - Medical Support Asst. - Prothetics Service  
**Rebecca Raines** - Nursing Assistant - Nursing Service

**Linda M. Scheurich** - RN - Nursing Service  
**Kevin Tully** - Medical Instrument Technician - Medical Service  
**Geri Young** - Vocational Rehabilitation Counselor - Social Work Service  
**Valon Zeqiri** - Student Escort - Nursing Service

## Losses

**Denise Ingalsbe** - RN - Nursing Service  
**Nanadini N. Gowda** - Physician - Ambulatory Care Service  
**Bryan R. Lock** - Painter - Engineering Service  
**Vathiar A. Tazudeen** - Physician - Medical Service  
**Constance Wasson** - RN - Nursing Service

## Service Pins

### 35 Years

**Andrew W. Robbins**  
 Medical Service



### 30 Years

**Cynthia D. Grant**  
 Medical Administration Service

**Jeffrey S. Nicholson**  
 Food & Nutrition Service

**Kimberley J. Vailes**  
 Logistics Service

**Gordon C. Young**  
 Engineering Service

### 25 Years

**James M. Blinn**  
 Medical Administration Service

**Sandra K. Olson**  
 Office of Associate Director

### 15 Years

**Michael T. Erke**  
 Environmental Management Service

**Lisa Hillary**  
 Office of Director

**Mark A. Law**  
 Pathology & Lab Service

**Janice L. Trussel**  
 Nursing Service

### 10 Years

**Mary L. Burke**  
 Nursing Service

**Melissa K. Dandridge**  
 Logistics Service

**Craig B. Elliott**  
 Geriatrics & Extended Care Service

**Emmett Tyrone Griffin**  
 Physical Medicine & Rehabilitation Service

**Gregory A. Grubb**  
 Environmental Management Service



Legal Implication Documentation	March 7 & 8	8:00 AM-4:00 PM	B98/C2101
Grand Rounds	March 13 & 27	Noon - 1:00 PM	B102/111C
BLS Health Care Provider Recert	March 20	7:30 AM - 11:30 AM	B102/111C
BLS Health Care Provider Recert	March 20	Noon - 4:00 PM	B102/111C
BLS Health Care Provider Recert	March 21	7:30 AM - 11:30 AM	B102/111C
BLS Heartsaver	March 21	Noon - 2:00 PM	B102/111C
American Heart EKG & Pharmacology	March 26	8:00 AM - 4:00 PM	B102/111C
Critical Conversations	March 28	8:00 AM - 4:00 PM	B125/101
PMDB (Peoria) Level II & III	March 8	7:30 AM - 4:00 PM	POPC
PMDB (Danville) Level II & III	March 14	8:00 AM - 4:00 PM	B102/111C
PMDB (Danville) Level II	March 28	7:30 AM - 4:00 PM	B102/111C
New Patient Orientation	Every Friday	9:00 AM - 10:15 AM	

**Patient Education: TEACH for Success for new PACT staff is being offered quarterly: March 12, June 11, September 10, and December 10, 2013.**

*Jessica Marcinko  
Administrative Officer/Education Service*

If your service has any educational offerings that you would like posted, please call Jessica