VAIHCS Celebrates Social Work Month

Social Work Service celebrated by holding a breakfast on March 12, 2013 for staff members as well as "Friends of Social Work" award recipients. "Friends of Social Work" are staff members outside of Social Work service who are nominated by a Social Work staff member. They embody the mission and values of social work practice and are a key partner for our Social Workers in meeting the needs of our Veterans. "Friends of Social Work" award recipients for 2013 were: Lynn Bean, Community Health Nurse; Deb Bell, Community Health Nurse; Janet Green, Rural Health Transportation Coordinator; Brian Manigold, Chaplain; and Linda Oakley, Volunteer at Mattoon Community Based Outpatient Clinic.

Later in the day, Social Work Service hosted a resource fair in the Social Activities Room which was open to all Danville staff members. Social Work Programs each had an informational booth which highlighted the variety of services offered by Social Workers throughout the organization. Social Workers were available throughout the fair to complete advance directives with staff and Veterans. Each CBOC also had an informational table in their waiting room showing social work resources throughout VAIHCS.

Hilary Edgerly, LCSW
Assistant Chief, Social Work Service
Executive Corner

Controlled Substance Program

Section 812 of the Controlled Substances Act (21 U.S.C. §801 et seq.) lists substances which were controlled in 1970 when the law was enacted. Since then, approximately 160 substances have been added, removed, or transferred from one schedule to another based on subsequent laws and federal regulations. Following are descriptions of the schedules as they are categorized today. Our program focuses on medical uses of Schedules II through V controlled substances.

Schedule I Controlled Substances:

Substances in this schedule have no currently accepted medical use in the United States, a lack of accepted safety for use under medical supervision, and a high potential for abuse. They include substances such as heroin, LSD, marijuana, Ecstasy, etc.

Schedule II Controlled Substances:

Substances in this schedule have a high potential for abuse which may lead to severe psychological or physical dependence. Examples include hydromorphone, methadone, oxycodone, fentanyl, morphine, codeine, amphetamine, and others.

Schedule III Controlled Substances:

Substances in this schedule have potential for abuse less than substances in Schedules I or II and abuse may lead to moderate or low physical dependence or high psychological dependence. Examples include combination products containing less than 15 milligrams of hydrocodone per dosage unit (Vicodin®), products containing not more than 90 milligrams of codeine per dosage unit (Tylenol with Codeine®), etc.

Examples of Schedule III non-narcotics include ketamine and anabolic steroids such as Depo®-Testosterone.

Schedule IV Controlled Substances:

Substances in this schedule have a low potential for abuse relative to substances in Schedule III. Examples of Schedule IV substances include: alprazolam (Xanax®), clonazepam (Klonopin®), diazepam (Valium®), etc.

(continued on page 3)

Calendar of Events

Battle of Okinawa Begins (1945)
April 1

U.S. enters WWI (1917)
April 6

World Health Organization Founded (1948)
April 7

Chaplain Service Remembrance Service
April 8 -- 1:00 PM -- Veterans Chapel

National Former POW Recognition Day
April 9

SIMS Lab Open House
April 12 -- 1:00 PM - 3:00 PM - Bldg. 102

Veterans' Library Open House
April 18 -- 10:00 AM - 2:00 PM

National Medical Laboratory Professionals Week
April 21-27

Privacy Week - "Veteran's Information Protectors Safeguarding VA Data"
April 22-26

National Volunteer Week
April 21-27

Salute to Volunteers
April 22 -- SAR -- 2:00 PM

Introduction to Lean Concepts
April 23 and April 30
Building 125 - 8:00 - 4:30 PM

Veterans in Pain (VIP) Program
April 25 -- SAR -- 9:30 AM - 3:00 PM

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Executive Corner

Controlled Substance Program
(continued from page 2)

Schedule V Controlled Substances

Substances in this schedule have a low potential for abuse relative to substances listed in Schedule IV and consist primarily of preparations containing limited quantities of certain narcotics. Examples of Schedule V substances include: cough preparations containing not more than 200 milligrams of codeine per 100 milliliters or per 100 grams (Robitussin AC®, and Phenergan with Codeine®).

An effective program must create, maintain, and monitor a secure environment where inventory, management, confidentiality, accountability, and appropriate medical administration are pillars of building a successful program. For obvious reasons, diversion of controlled substances for illegal purposes is an ever present threat to program security.

Organized under a controlled substance coordinator is a team of controlled substance inspectors (a.k.a. CSI’s). Inspection is the primary means of gaining reasonable assurance that the controlled environment is effective for:

- Deterring and detecting diversion of controlled substances
- Maintaining patient privacy and confidentiality
- Ensuring inventory balances and transactions are accurately documented and recorded
- Ensuring medical records and associated documents are complete and accurate
- Assisting managers of controlled substance inventories by identifying internal control weaknesses and making appropriate recommendations to improve them

The program is dependent upon volunteer CSI’s, appointed by our Director to serve three year terms. If you are interested in joining the team or simply have questions about the program, please contact Wes Grimes, Controlled Substances Coordinator. The service this team provides VAIHCS is invaluable and much appreciated!

Nirmala Rozario, MD
Chief of Staff

Breakfast on the Go!

Mattoon Community Based Outpatient Clinic hosted a great cooking demonstration and had 13 Veterans in attendance for the "Breakfast on the Go". The host dietitian for Mattoon was Ms. Kim Tegenkamp. Kim did a fantastic job of coordinating the event and connecting well with the attendees. She was assisted by Amber Cadick and Beth Peralta from the Danville facility who did an equally outstanding job. We had one Veteran who was in attendance that has never been seen in the VA healthcare system but read about the event in the local newspaper and stopped by to check us out. He was provided with information about the clinic and is filling out a 1010 application for services. Thanks to everyone for assisting us with this outreach.

Dietitian Kim Tegenkamp -- Mattoon Community Based Outpatient Clinic

Rob Betts
Administrative Assistant
Mattoon CBOC

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Understanding Your VA Patient Statement

 Millions of Veterans receive health care services from Veterans Affairs Medical Centers each year. When Veterans have a cost-sharing responsibility for health services received, the Veterans Health Administration's Consolidated Copayment Processing Center (CCPC) sends Veterans a patient billing statement.

The Health Resource Center (HRC), which operates a national contact center for Veterans, receives thousands of calls each month from Veterans and their families with questions about their patient statements. As indicated by the high number of calls, the existing statement format is often confusing to customers. In addition, the large number of inquiries increases operational expenses and decreases the level of customer service provided by HRC to Veterans.

In order to more effectively communicate to Veterans about their patient accounts and improve the level of customer service provided by HRC, the Veteran Health Administration's Chief Business Office (CBO) organized a workgroup to create a more patient-friendly statement that is easier to read and understand. Input from Veterans was used to develop improvements to the statement design.
New Icons to our VA Illiana Intranet Home Page

The VA Illiana home page now has a new icon that will make access to WorkLife4You more convenient for you. Just click on the icon and you will be directed to the WorkLife4You login screen. This program is available to all employees who are struggling to find the time to manage important events in their life, while meeting the demands of their job. WorkLife4You provides a wide variety of resources and services to assist with everyday issues, such as child care, parenting, education, relocation and financial/legal issues. WorkLife4You is a voluntary and confidential program offered through a partnership with VA Illiana and Federal Occupational Health at no cost to you. Please visit the Human Resources SharePoint page under WorkLife4You for monthly news articles.

If you have any questions, contact Tisha Harvey in Human Resources at ext. 5960.

The VA Illiana home page now has a new icon that will make access to Employee Assistance Program (EAP) more convenient for you. Just click on the icon and you will be directed to the ComPsych Guidance Resource Company login screen. This program is available to all employees who may want to seek confidential counseling, financial planning and resources, legal support and resources, and work-life solutions. The counseling services provided by the contractor are limited to a total of 8 hours. Services provided are strictly confidential, and make referrals if the personal situation cannot be dealt with within the allotted 8 hours. Long-term counseling or treatments can be provided at the employees expense or paid by insurance. Please visit the Human Resources SharePoint page under EAP for monthly news articles.

If you have any questions, contact Lana Foley in Human Resources at ext. 5952.

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Tornado App

Get your family and home ready for a tornado with the official Tornado App from the American Red Cross. The Tornado app puts everything you need to know prepare for a tornado – and all that comes with it – in the palm of your hand. With interactive quizzes and simple step-by-step advice it’s never been easier to be ready.

From your mobile phone, call "**REDCROSS** (***73327677) and we will send you a link to download the app to your phone or you can download them directly from the iTunes or Google Play app stores.

Features

- Simple step-by-step instructions to help you know what-to-do even if the cell towers and TVs are down. Prioritized actions for before, during, and after require no mobile connectivity.
- Audible siren that automatically goes off even if app is closed when NOAA issues a TORNADO WARNING helping to reduce the chance of sleeping through an actual warning.
- Push notification sent when a WARNING expires – especially important if power goes out while you or your family are in your safe room.
- Help distant friends and family in tornado alley with ability to receive tornado watch and warning alerts based on their location from the National Oceanic and Atmospheric Administration.
- Red Cross location-based open shelters map for when you need it most.
- Be ready should a tornado hit by learning how to assemble an emergency kit for your family in the event of power outage or evacuation.
- Reduce your household’s stress and anxiety should a tornado hit by learning to make and practice an emergency plan.
- Preloaded content means you have instant access to all safety information at any time, even without reception or an Internet connection.
- Interactive quizzes allow you to earn badges that you can share with your friends and show off your tornado knowledge.
- Know how many tornadoes have occurred in your area.
- Know the difference between a warning and alert.
- Learn how to deal with food and water impacted by floods and power outages.
- Simply let friends/family know you’re safe with customizable “I’m Safe” notification sharable thru social media, text and email.
- Let others know where you are with the Toolkit’s strobe light, flashlight and audible alert functions.

Jill Anderson
Facility Emergency Manager

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National Nutrition Month
- Eat Right, Your Way, Every Day!

Food and Nutrition Service proudly joined the Academy of Nutrition and Dietetics during the Month of March and celebrated National Nutrition Month, encouraging individuals to develop a healthful eating plan that incorporates individual food choices and preferences, cultural and ethnic backgrounds, and tastes.

Healthy eating means different things to different people. Each person has his or her own individual goals. Registered Dietitians are able to draw on their education and experience to develop personalized nutrition plans for people of all ages and health concerns.

However, Veterans often experience difficulty in making healthy meals at home, partly due to a lack of knowledge in ingredient selection and cooking skills. As a result, registered dietitians at VAIHCS offered cooking demonstrations so that Veterans could come familiar with ingredients and fundamental cooking techniques. The West Lafayette CBOC hosted a cooking demonstration on March 1st and the Danville facility had a demonstration event on March 20th. Besides tasting the final product, Veterans had a chance to talk with registered dietitians regarding how to customize their different health concerns and food preference to various cooking methods.

At VAIHCS, we not only provide Veterans with nutrition information, we also try to demonstrate and show them how to implement and use the recommendations at home. Here are a few ways to "Eat Right, Your Way, Every Day"

- Personalize your eating style: The easiest way to get the nutrient your body needs is to eat healthy foods you enjoy. Finding good-for-you foods that please your palette makes eating healthfully special and exciting.
- Eat for your lifestyle: Athletic, vegetarian/vegan, corporate and family lifestyles all have special nutritional needs, but eating right can be easy and tasty with attention to those foods that best help you get through the day.
- Incorporate cultural and ethnic traditions: Foods from around the globe often incorporate an abundance of unique, flavorful and nourishing ingredients. Keep traditions alive and bring the world to your family's table.
- Keep health concerns in mind: A healthful eating plan can help prevent and treat a variety of health concerns. With modification, you can still enjoy many of your favorite foods while meeting your nutritional needs and health goals.
- Make MyPlate your plate: Fill half of your plate with your favorite fruits and vegetables; keep protein portions lean and about three ounces; make at least half of your grain choices whole grains; and be sure to include low-fat or fat-free dairy.

The Department of Veterans Affairs website includes additional information on healthy teaching kitchens, farmers markets, nutrition handouts, and links to connect with VA registered dietitians using social media.

Lori Carlson  
Clinical Dietitian

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The Quality Management Department has the overall responsibility for assuring timely, quality care for all of our Veterans. The Department also has oversight in preparing the facility for all internal and external reviews. The credentialing department ensures compliance with licensures and competence of all Licensed Independent Practitioners.

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

The department consists of Quality Management staff, Infection Control practitioners, Utilization Review staff, Credentialing staff and support staff. There are a variety of professional levels within the department with the majority of the staff being Registered Nurses.

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

The Quality Management staff members have led the organization in several successful Joint Commission Reviews. This success has enabled the organization to maintain Joint Commission Certification. We work very closely with many services to ensure the organization meets and exceeds a variety of performance measures that are set at both the local and national levels.

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

The staff in the Quality Management Department is dedicated to assuring quality and timely care is provided to all Veterans seeking treatment at this facility. The staff is very knowledgeable and utilizes evidence based studies to improve care. The staff is here to assist both Veterans and staff members as they address a variety of concerns impacting Veteran care.

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

Although the Quality Management staff is sometimes referred to as the internal police, we really just ensure that the organization is providing the very best care to our nation’s Veterans. The QM staff members also work very cohesively together due to a common interest—FOOD! It has been noted that after working in the QM office for a period of time, the staff is susceptible to contracting “expanding hip disease.”
VAIHCS Participates in National Patient Safety Awareness Week Activities!

The theme for Patient Safety Awareness Week 2013 was Patient Safety 7/365: 7 days of recognition, 365 days of commitment to safe care. 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 several activities including; a Patient Safety Fair, Patient Safety Jeopardy, Patient Safety Bingo, and 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.

Thank you to all staff that walked through the Patient Safety Fair! A random drawing was held of those who submitted a completed map, signifying that they had stopped at every booth. The winners were Stella Liles, Homer Rodgers, and Kendra Crawley. In addition, we had two staff members who identified the most number of errors in the “Room of Errors”. The winners were Marla Smith and Debra Dobson.

Two rounds of Patient Safety Jeopardy with three teams per round led to a grand finale with the following two teams;

**Engineering:** Jim Cullum, Rachael Dietkus-Miller, Aaron Cain, Catherine Craft, and Dennis LeCount

**Quality Management:** Lori Pearman, Alissa Sandefer, Diane Keller, Angela Howard, and Donna Hughes

Congratulations goes out to the Quality Management Team for taking the win!

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

_Sandy Hart, RN_  
Patient Safety Manager

*Jeopardy Winners!*

Front row (L to R) Donna Hughes, Angela Howard, and Lori Pearman. Back Row (L to R): Diane Keller and Alisa Sandefer

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Volunteer and Employment Training for Students (VETS)

Voluntary Service is redesigning our Summer Youth Program. The new program is titled Volunteer and Employment Training for Students (VETS). This program was designed to better meet the needs of the facility and the students. Employment skills will be offered to the students through our Employee Education Service and Vermilion Advantage.

Fast Facts about VETS

★ Volunteers are age 14 and up, with the majority being 14 and 15. The students are looking to gain job skills and meet requirements for service hours through their schools, and to provide references for scholarship and job applications.

★ All students participating in VETS must attend an orientation, even if they participated in the Summer Youth Program in the past. They must contact Voluntary Service to schedule a time.

★ Assignments that have been successful in the past include: escorting and running other errands, filing, completing mail outs, interacting with Veterans such as card games, passing water, reading to Veterans. Outdoor assignments such as the greenhouse, national cemetery and gardening.

★ It is best to assign students to a specific area and with a specific contact person to report to. Students who have a direct employee to report to are the most successful. This employee doesn't have to be a supervisor or Service Chief.

★ Students assigned to the service for specific hours and days are to report those days and times, unless mutually agreed upon by the employee supervisor. There are a limited number of volunteer slots available. Therefore, students will only be permitted to work up to 20 hours a week. Services may be assigned more than one student, if your assignment requires 5 days of coverage.

For more information about VETS, please contact Voluntary Service at (217) 554-4525.

Teresa Ard
Chief, Voluntary Service

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February Unit Peer Leader of the Month

Shirley Hinchman, NA on 58-3 is an exceptional promotor of the Safe Patient Handling Program. She delivers exceptional care that encourages safety for both herself and her patients. She is an innovator and critical thinker when it comes to providing safety to her patients and her co-workers. She utilizes safe patient handling equipment daily and pushes her co-workers to do the same. She fought to get 100% coverage of ceiling lifts on 58-3. Shirley thinks outside of the box by utilizing slings to decrease the risk of staff injuries when doing ADL care with her residents. She is a true role model of SPH concepts!

Congratulations Shirley!

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

Healthy Teaching Kitchen

Barb Nolan, Clinical Dietitian at the West Lafayette Community Based Outpatient Clinic utilized the Healthy Teaching Kitchen recently to "kick-off" Nutrition Month with a cooking demo. Assisting Barb was Dennis Diehl, clinic volunteer.

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New patient education has been added to the PACT Teamlet Toolbox to better assist Veterans with understanding the causes and dangers of hypertension and high cholesterol.

The education comes in the form of PowerPoint presentations created by Erica Johnson, LPN at the Peoria CBOC and is available nationally to all PACT teamlets. Johnson created the presentations to address the performance measures for controlling two of the top three chronic health care conditions that lead to a high cost of health care: diabetes, cholesterol and hypertension.

“These conditions are the most prevalent among Veterans,” said Dr. Dexter Hazlewood, Chief of VA Illiana CBOCS. “By addressing these measures, there is a positive reduction on the impact of mortality.”

PACT stands for Patient Aligned Care Teams. It is a model of health care developed by the VA that provides a patient with a core primary care team of health clinicians. The team, called a teamlet, consists of a medical support assistant, nurses and a provider. The model of PACT provides a familiarity between the patient and the health care team, allowing better patient care.

Johnson had noticed that nurses tend to take information that they have learned for granted and assume patients know more than they do. She then gathered some information and created the presentations that include facts, illustrations and speaker notes that explain the information in a clear, concise manner.

“I believe that the more knowledge a patient has, the more he or she can take care of him or herself, the less that person is dependent on pharmaceuticals for management,” Johnson said.

The VA strongly encourages an atmosphere where staff members are willing to take initiative and improve themselves or improve patient care. There are various mentor/mentee programs, classes and seminars available for all staff to utilize.

“A great thing about the VA is that you can really grow in your field,” said Darcie Clauson, Veteran Health Education Coordinator. “We are centering on patient needs, anything you can do to help them will not only benefit the Veterans, but will benefit employees and the facility.”

Johnson saw patient needs, took the initiative and created patient education that was implemented nationally. Her initiative is a kind of entrepreneurial spirit that is commended and promoted throughout the VA.

“Johnson is definitely an asset to the VA,” said Clauson. “She saw the needs of the clinic and created these models to fulfill those needs; that type of self-motivation will help you move up.”

If you want to make a positive impact on patient care, contact Jessica Marcinko in patient education at extension 44556 to find out what they have to offer.

Joe Lewis
Medical Support Assistant (PACT)
Operation "Get Your Faxes out of Here" is a Success.

The “operation” is a process developed by a group of MAS staff that is designed for faxes to be efficiently received and delivered to the appropriate Peoria PACT team. After a 30 day experiment using the new process, Operation Get Your Faxes out of Here is officially implemented for permanent use in the clinic.

“We took a chaotic process and brought order to it,” said Verna Caho, medical support assistant and member of the group.

The process consists of two clerks assigned one day of the week. A spreadsheet with the rotation of clerks, and the days they are designated, is posted above the primary fax machine in Medical.

The designated clerks are in charge of checking the fax machine, processing the faxes and hand delivering the faxes to the correct PACT team clerk. Once the PACT team clerk receives the fax, it is up to the discretion of the team, where the faxes go.

This process allows all staff to track the faxes. For instance, if the fax is not on the fax machine, a nurse who is looking for a specific fax can either go to his or her clerk or to the two assigned clerks and will be able to find the fax or know if the fax was not received.

“I find now that when I come up to the clerks, someone has the fax I’m looking for or knows where it is,” said Anita Coon, RN.

The process came out of a project that Vickie Crum, medical support assistant, proposed during a daily MAS huddle board meeting. Crum and a group of volunteers met to discuss what process was being used and how they could change the process to be more efficient. The group also approached other PACT team members to get more suggestions.

“Beforehand, I'd sit and wait or have to ask my team’s clerk to go find [a fax] or keep an eye out for it,” said Erica Johnson, LPN.

After collecting data and suggestions, Crum and the group identified some fundamental flaws in the current process that could have inhibited PACT teams from receiving faxes efficiently and, in respect, disrupt patient care.

An experiment was soon developed for all PACT teams to participate in with the intention on reviewing the process in 30 days. After the time limit, the group met and without any debate agreed that the system is efficient and is conducive to good patient care.

“We are confident in how it is done,” said Crum. “We are getting the faxes back in a timely, organized manner and I think that is great.”

Operation Get Your Faxes out of Here is one of many initiatives that MAS staff at the Peoria CBOC has done in accordance to the mandated huddle board projects. The projects allow staff to create solutions or find better processes for day-to-day functions. The staff huddles every day for 15 minutes to go over progress of projects and new ideas.

Operation "Get Your Faxes out of Here" is the point of the huddle board—it’s to take chaotic processes and improve upon them,” said Caho.
The Falls Prevention Workgroup is proud to announce the 1st Qtr. FY13 winner of the Fall Prevention and Reduction Traveling Trophy.

Selection is based on the following criteria:

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

The trophy was presented to the Liberty House on Monday, March 11, 2013. The Liberty House has maintained a fall rate below the target and has the lowest fall rate in the CLC. When staff were asked what they had implemented to prevent fall event in their neighborhood, they stated that they frequently monitor those at risk for falling. The poster and trophy were placed on the mantel so everyone, including family and visitors, can see it as they enter the home. Hourly rounding along with reminding the resedebts to call for help has helped to decrease the number of falls that occur as well. Again, congratulations Liberty House!

Sandy Hart, RN, BSN, CPPS
Patient Safety Manager

What's New in the LIBRARY

- Advanced Practice Nursing: Essentials for Role Development
- American Heart Association Complete Guide to Women's Heart Health
- Bates Guide to Physical Examination & History Taking
- Communication in Healthcare: The Power of Words (DVD)
- Creating Your Strategic Plan: A Workbook...
- Get Hired!: Winning Strategies to Ace the Interview (DVD)
- Healthcare Strategic Planning
- Internal Medicine Essentials for Students
- MedStudy Internal Medicine Review
- Judo with Words: An Intelligent Way to Counter Verbal Attacks
- Nurse's Guide to Women's Mental Health
- Preventing Workplace Bullying (DVD)
- Right Words at the Right Time (Service Recovery) (DVD)
- Root Bear Floats by Bob Dickinson
- Women's Health: A Primary Care Clinical Guide
- Women's Health Psychology
- Women's Health: A Primary Care Clinical Guide
- Women's Health Psychology
- ***Plus 25 Patient Education DVD’s, 57 Motion Pictures, 14 Bestseller Fiction, 22 Fiction and Non-Fiction Books***

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(L to R): Vivian Richards and Karen Boland. Both are Shahbazim at Liberty House.
Youth Hero for 2013

Joe Guggemos, VA Illiana Health Care System Student Volunteer, was selected as the Vermilion County Youth Hero for 2013.

Joe was recently honored at a banquet and recognized as one of five members of the community as a Hero. Joe contributed over 300 hours as a volunteer the summer of 2012 while also contributing 364 hours as a volunteer cadet at Lynch Fire Department.

Joe volunteered in Chaplain Service, escorting Veterans to and from services, preparing the altar for mass and ringing the church bells. As soon as he turned 14, he joined the Summer Youth Program. Joe serves in any capacity requested to serve. What he enjoys the most is visiting with Veterans. Joe will just go down to the Community Living Center and the Green Houses and visit. He enjoys hearing the stories of our Veterans and they enjoy listening to him. On warm sunny days, Joe joins Veterans suffering from Alzheimer's out to our healing garden where they sit and enjoy nature or a game of basketball or miniature golf, whatever interests the Veteran. Recreation Service frequently requested Joe to assist and the charge nurse in Community Living Center requested that Joe visit her ward whenever he was on station. Congratulations to Joe. He is certainly a Hero serving our American Heroes!

Teresa Ard
Chief, Voluntary Service

New Pharmacy Kiosk at Peoria CBOC

On Monday, March 11, 2013, two electronic kiosks were activated for the pharmacy at the Bob Michel Outpatient Clinic in Peoria, Illinois. With the new system in place, a Veteran that shows up at the clinic needing a prescription filled accesses the kiosk. The Veteran may either scan his/her Veteran Identification Card (VIC) at the station or enter his/her social security number on the kiosk's touch screen (to protect the Veteran's privacy, the kiosk will not display the social security number if it is entered). The electronic kiosk then prints out a unique ticket number for the Veteran. This ticket is brought to the pharmacy window where it is linked with the patient's prescriptions. Once the prescriptions have been filled, the ticket number will appear on the new notification board. This change from displaying the patient name to displaying the ticket number promotes patient privacy. The equipment will also aid in the pharmacy's process improvement activities as it relates to process flow and efficiencies. The kiosky system including new notice boards and upgrades cost about $50,000. The Peoria-based outpatient clinic completedover 40,000 medication prescriptions last year for our Veterans.

Henry Luchtefeld, Pharmacy Service
Calvin Carter, Administrative Officer for CBOCs

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Great Employees Doing a GREAT Job!

Landis Bradfield, Nursing Service

Lawrence Russell
Engineering Service

Matthew Taylor, Nursing Service

Ella Worthington
Student, Medical Administration Service

Ashley Strebing, Medical Administration Service

Caleb Booher, Pathology & Lab Service

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The VISN Executive Leadership Council met here at the end of March. The Health Promotion and Disease Prevention program presented several booths with information on programs they support and systems redesign processes they have completed. Veterans who have benefited from these programs were also present to share their stories.
### Soft Skills
- **April 2:** 9:00 AM-Noon, B125/101
- **April 15:** 9:00 AM-Noon, B125/101

### Grand Rounds
- **April 10:** Noon-1:00 PM, B98/2101

### PMDB Level II
- **April 11:** 7:30 AM-Noon, B102/111C

### PMDB Level II & III
- **April 12:** 7:30 AM-4:00 PM, Peoria

### Soft Skills
- **April 15:** 9:00 AM-Noon, B125/101

### BLS Heartsaver
- **April 16:** 7:30 AM-9:30 AM, B102/111C

### BLS Healthcare Provider Recert
- **April 16:** Noon-4:00 PM, B102/111C

### BLS Healthcare Provider Recert
- **April 17:** 7:30 AM-11:30 AM, B102/111C
- **April 17:** Noon-4:00 PM, B102/111C

### ACLS Update
- **April 18:** 8:00 AM-4:00 PM, B102/111C

### Intro to Lean Concepts
- **April 23:** 8:00 AM-4:00 PM, B125/101

### Grand Rounds
- **April 24:** Noon-1:00 PM, B98/2101

### PMDB Level II
- **April 25:** 7:30 AM-Noon, B102/111C

### Intro to Lean Concepts
- **April 30:** 8:00 AM-4:00 PM, B125/101

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**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 Marcinko, ext. 4556.

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BRAVO Award Recipients

**Ambulatory Care Service**
Misty Hillard
Autumn Risinger

**Education Service**
David Boerst

**Engineering Service**
Janet Green

**Environmental Management Service**
Bob Marana
Vicky Uplinger

**Fiscal Service**
Carter Henson

**Human Resources Services**
Sherrie Ellis
Tisha Harvey
Matt Hayes
Janice Phillips (2)

**IRM**
Rich Colby (2)
Joni Rundblom

**Logistics Service**
Melissa Dandridge
Patricia Edington
Jane Stitt (2)

**Medical Administration Service**
Adam Aquino
Naquita Joy Barrett
Kim Bergthold
Michelle Collum
Patricia Davis
Tamara Garrett
Jennifer Godwin
Kellie Hill
Joe Lewis
Theresa Nordwall
Sue Anne Reese
Kimberly Setser
M. Jewella Smith

**Medicine Service**
Tawnia Gustolise

**Nutrition & Food Service**
Jo Anne Morris
Mike Pastrikos

**PCS/Nursing**
Beth Baker
Janetta Brown
Joe Corbett
Tammi Cunningham (2)
Shawn Franklin
Nancy Grimes (2)
Susan Martin
Rita Mitchell
Tracie Peterson
David Pratt
Julia Smith

**Pharmacy Services**
Del Siegmund

**Police Service**
Aaron Reid

**Prosthetics**
Kirsten Brown

**Social Work Service**
Becky Catron
Nicole Elkin
Jennifer Ficker
Elissa Fortna
Christina Melikyan
Jeff Stroud

**Surgery Service**
Kristi Weir

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

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

Carol Allchin - Physician - Ambulatory Care Service
Donald R. Bassett - Police Officer - Police Service
Carley Chervinko - Outpatient Pharmacy Technician - Pharmacy Service
Alan Connolly - Readjustment Counseling Technician - Readjustment Counseling
Amber R. Ellis - Physician Assistant - Mental Health Service
Daniel A. Enos - Police Officer - Police Service
Carolyn Garrison - Registered Nurse - Nursing Service
Bailey Hallett - Nursing Assistant - Nursing Service
Taylor Howard - Nursing Aid - Nursing Service
Stan Huff - Marriage and Family Therapist - Readjustment Counseling
Donita Khouri - Registered Nurse - Nursing Service
Kristin Michael - Human Resources Specialist - Human Resources Service
Andrew G. Miller - Medical Supply Technician - SPS
Robert L. Montgomery - Painter - Engineering Service
David Morris - Work Study - Quality Management
Bradley W. Rollings - Carpenter - Engineering Service
Amy S. Russian-Crist - RN - Nursing Service
Sergey Shikanov - Physician - Surgery Service
Molly J. Walton - Agent Cashier - Fiscal Service

Geri Young - Vocational Rehabilitation Counselor - Social Work Service
Valon Zeqiri - Student Escort - Nursing Service

Losses

Kathy L. Atwood - Registered Nurse - Nursing Service
Robert N. Bishai - Dentist - Dental Service
Scott A. Bryant - Food Service Worker - Nutrition and Food Service
Larry A. Duncan - Carpenter - Engineering Service
Harold F. Edenburn - Laborer - Engineering Service
Robert L. Frazier - Housekeeping Aid - Environmental Management Service
Melissa L. Johnson - Registered Nurse - Nursing Service
Patricia A. Johnson - Registered Nurse - Nursing Service
Stephanie A. Kaiser - Pharmacist - Pharmacy Service
Lashandra D. Mann - Student - Human Resources
James W. Meadows - IT Specialist - IRM
Lori J. Miller - Marriage and Family Therapist - Readjustment Counseling
Shellie L. Moser - Registered Nurse - Nursing Service
Julia Y. Whistler - RN - Nursing Service
Kirk E. Williams - Painter - Engineering Service

Service Pins

35 Years
Pauline J. Phillips
Nursing Service

25 Years
Janette D. Meers
Nursing Service
Kenneth A. Richter
Physical Medicine & Rehabilitation Service

15 Years
Vijay Batura
Surgical Service
Tisha R. Harvey
Human Resources Service
Barbara Shanks
Nursing Service
Geraldine T. Wirth
Ambulatory Care Service

10 Years
Sreedevi Venkatesh
Physical Medicine & Rehabilitation Service

Integrity ★ Commitment ★ Advocacy ★ Respect ★ Excellence