

Source

A Newsletter for the Patients, Volunteers & Staff of the VA Southern Oregon Rehabilitation Center and Clinics



Colonel Linda K. Sindt, USAF (Ret)

Speaks At VA SORCC
Veterans Day Ceremony

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The VA SORCC welcomes submission of articles of interest to our readers. The editor reserves the right to use and edit all contributed articles. Views expressed in this publication do not necessarily reflect the opinions of the Administrative Boards, Editorial Staff, or Department of Veterans Affairs.

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A Message From The

Network Director

With a new fiscal year well underway, and a new calendar year fast approaching, our goals in VISN 20 remain the same: increase access, ensure quality, and provide our Veteran clients the best possible, patient centered care. In this regard, VA, under the Direction of Secretary Shinseki, has been rolling out some ambitious and highly focused priorities.

As Central Office refines T-21 and the resulting transformational initiatives, the Secretary has identified 13 major initiatives as follows:



- Eliminate Veteran homelessness
- Enable 21st century benefits delivery and services (e.g., backlog reduction)
- Automate GI Bill benefits
- Implement Virtual Lifetime Electronic Records (VLER) to enhance partnerships with DoD and others
- Improve Veteran mental health
- Build Veteran Relationship Management (VRM) capability to enable convenient, seamless interactions
- Design a Veteran-centric healthcare model and right-sized infrastructure to help Veterans navigate the healthcare delivery system and receive coordinated care
- Expand healthcare access for Veterans, including women and rural populations
- Ensure preparedness to meet emergent national needs (e.g., hurricanes, H1N1 virus)
- Develop capabilities and enabling systems to drive performance and outcomes
- Establish strong VA management infrastructure and integrated operating model
- Transform human capital management
- Perform research and development to enhance the long-term health and well-being of Veterans

One method for addressing many of these goals is the Medical Home. The Medical Home, A.K.A. "Patient-Centered Medical Home," is defined as an approach to providing comprehensive primary care that facilitates partnerships between individual patients

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and their personal physicians, and when appropriate, the patient's family.

The Medical Home Model for Primary Care is a concept born in the late 60s and revived in the last several years. The general idea is what most of us would probably envision if we were asked to describe the perfect primary care practice. The following description is provided by the National Committee on Quality Assurance (NCQA):

"The medical home is a promising approach that seeks to strengthen the patient-physician relationship by replacing episodic care with coordinated care and a long-term healing relationship. Medical Home is described as a model of care where each patient has an ongoing relationship with a personal physician who leads a team that takes collective responsibility for patient care. The physician-led care team is responsible for providing all the patient's health care needs and, when needed, coordinating care across the health care system. A medical home also emphasizes enhanced care through open scheduling, expanded hours and communication between patients, physicians and staff."

In the Medical Home Model, care is coordinated across all elements of a complex health care system (specialty care, hospitals, home health agencies, nursing homes) and the patient's community (family, public and private community-based services). It is facilitated by registries, IT, health information exchange and other means to assure that patients get appropriate services when and where they need and want them, in a culturally and linguistically appropriate manner.

Quality and safety are hallmarks of the medical home. An additional core principle is that delivery of primary care will be more team approached, something that is already happening in much of VA; however, there will likely be more emphasis on management of panels or populations possibly via groups and classes. In VISN 20, the use of shared medical appointments is an example of how we have already begun exploring this concept.

Recently, the VISN dedicated \$5 million for improvements in primary care access as the first step to supporting the Medical Home Model and other transformational initiatives. Additional resources have also been set aside to provide for the implementation of a Group Practice Model; the redesign of our patient transfer system (VIRS); the development of a bed board (which will allow us to assess bed availability across the VISN in real time) and the establishment of partnerships with private sector health care facilities in areas where we have limited abilities to provide specialty care, a concept known as "Hospital within a Hospital."

A model for managing Fee care, developed at the Alaska VA Health Care System, has also been accepted for implementation across the VISN. Known as the "Alaska Fee Model", this process will allow us to maximize internal resources, while better monitoring and coordinating the care of patients referred to community facilities. It will also allow us to better recognize when the time is right to bring Veterans back to one of our facilities or return them home, with appropriate and consistent follow up care.

As you can see, as always, there is much to learn and much to be done. It's what keeps life exciting, our work fresh and our Veterans healthy and well taken care of. As additional information becomes available about National initiatives, and as we progress with our work within the Network, I will continue to provide updates to further explain what these changes will mean to you as VA employees.

In the meantime, with Thanksgiving just around the corner, please know that I am thankful for all that you do, each and every day, to help us achieve our goals. Best wishes for a safe and happy holiday.

Susan Pendergrass, DrPH
Network Director, VISN 20



Linda Sindt Speaks at Veterans Day Event

The VA SORCC observed Veterans Day on Wednesday, November 11, 2009, in the facility's Theater. Program highlights included guest speaker, Linda K. Sindt, Col, USAF (Ret), whose rows of medals include the Vietnam Service Medal and Republic of Vietnam Campaign Medal for her service in Thailand during the Vietnam War.

Congressman Greg Walden was in attendance and introduced our guest speaker. In introducing Sindt, Congressman Walden, cited her nearly quarter of a century of military service and her ongoing efforts to help Veterans. Since retiring in 1989, she served as the Air Force's primary representative to the Department of Defense's advisory committee on women in the military. There was also a traditional Memorial Tribute to our fallen Oregonian OEF/OIF heroes, along with a patriotic performance by Rogue Valley Symphonic Band. Taps was presented by Echo Taps volunteer Kyle Roe. Close to 300 people attended the event. Other local dignitaries were also in attendance.

It has long been our Country's custom to commemorate November 11, the anniversary of the ending of World War I, by paying tribute to the heroes of that tragic struggle and all wars and conflicts that have followed. November 11 reminds us each year to rededicate ourselves to the cause of peace. The ceremony concluded on the traditional "Eleventh Hour".

(Below Left) Pictured in no particular order: Hunter Stalen, Cassie Davis, Sydney Medel, Sarah Courier, Megan Bradfield, Kassandra Delatorre, Jessie Shafer, Autumn Phillips, Makiah Lee, Kelly Reno and Cory Raffensberger)

(Below Left) Advisors Rachel Kostman and Jeremy Kennedy (not pictured) escorted eleven members of the Phoenix FFA to the SORCC to present the patients with flower arrangements and boutonnieres. They were displayed for all to view during our Veterans Day ceremony and then distributed to Infirmary patients and the patient cafeteria. Thank you for this beautiful expression of appreciation and for remembering and honoring the Veterans at the VA SORCC.

(Below) Rogue valley Spmphonic band



(above) Phoenix FFA Members

(Below) 186th Oregon Army National guard



(Left) Kyle roe



(Above) Congressman Greg Walden



Little Butte Elementary School Honors VA Veterans

(Right) The photo represents just a sample of the 145 handmade Veterans Day cards students of Little Butte Elementary School made for the Veterans at the SORCC. The cards were delivered just in time for Veterans Day ceremonies. Many of the cards are still on display in the station theater and some were distributed to individual patients. A big “Thank You” goes to the AVET Project’s effort to get local school children involved in a volunteer effort to brighten the lives of our Veterans, all the teachers involved in making this happen, and a HUGE “Thank You” to each of the “student artists”.



Thank You Volunteers

For All That You Do

In the short time that I have been privileged to closely observe VA’s outstanding health care and see the incredible service you provide Veterans each day, I have seen much to make me proud of our talented and dedicated workforce. I thank you all and fully support your continued pursuit of excellence in serving those who served us.

We have a staff of volunteers at VA medical centers whose combined efforts last year provided Veterans with more than \$320 million in services and materials.

VA volunteers provided \$240 million in time and talent to VA last year. Volunteers, community and service organizations donated \$82 million in cash and items for our patients. In fact, despite a nationwide recession and historic declines in charitable giving, VA volunteer contributions rose this year.

Not enough can be said about people who so selflessly give back in our communities to ensure Veterans are honored as they deserve to be. However, today I ask each of you to extend that same gratitude and sense of service to the volunteers at your facility. They work alongside you with the same commitment to service, but they go home with the smiles they help produce and a feeling of having made a difference as their pay.

On behalf of VA management and staff, I applaud our nearly 85,000 dedicated volunteers and ask your assistance in thanking them for the tremendous contribution they make to our mission of caring for the defenders of our freedoms. Please, personally thank a volunteer today on behalf of VA and a grateful nation.

William C. Schoenhard, FACHE,
Deputy Under Secretary for Health Operations and Management

VA Celebrates National Native American Month

In honor and recognition of Native American Heritage Month the SORCC hosted an open house for all staff and patients at the Veterans' Native American yurt on Wednesday, November 18, serving fry bread, buffalo chili, deer meat, elk stew and Cherokee corn pudding.

What started at the turn of the century as an effort to gain a day of recognition for the significant contributions the first Americans has resulted in the entire month of November being designated for that purpose. One of the early proponents of an American Indian Day was Dr. Arthur C. Parker, a Seneca Indian, who was the director of the Museum of Arts and Science in Rochester, N.Y. He persuaded the Boy Scouts of America to set aside a day for the "First Americans" and for three years they adopted such a day. In 1915, the annual Congress of the American Indian Association meeting in Lawrence, Kansas, formally approved an American Indian Day plan and directed its president, Rev. Sherman Coolidge, an Arapahoe, to call upon the country to observe such a day. Coolidge issued a proclamation on September 28, 1915, which declared the second Saturday of each May as an American Indian Day and contained the first formal appeal for recognition of Indians as citizens. The year before this proclamation was issued, Red Fox James, a Blackfoot Indian, rode horseback from state to state seeking approval for a day to honor Indians. On December 14, 1915, he presented the endorsements of 24 state governments at the White House. There is no record, however, of such a national day being proclaimed. The first American Indian Day in a state was declared on the second Saturday in May 1916 by the governor of New York. Several states celebrate the fourth Friday in September. In Illinois, for example, legislators enacted such a day in 1919. Presently, several states have designated Columbus Day as Native American Day, but it continues to be a day we observe without any recognition as a national legal holiday. In 1990 President George H. W. Bush approved a joint resolution designating November 1990 "National American Indian Heritage Month."



Tonia Allenger prepares fry bread as others enjoy the food



(Left) Dahna Dow Osmus and Mary Garrett completed the Portland Marathon on October 4, 2009, even though it was plenty cold and damp in downtown Portland at 6 am. The Portland marathon has the highest percentage of women for any event in the world (58.8%). The marathon is among the top ten largest in the United States. It has consistently been rated as one of the best in the U.S and the Most Walker Friendly Marathon in the U.S. Way to MOVE ladies.



Information Security

Are You Doing Your Part?

In March 2008, a government laptop was stolen from the trunk of a federal government employee's car. The unencrypted laptop contained personal information of patients who participated in a clinical trial. According to the Government Accountability Office (GAO), these types of incidents are not unusual and the number of government security incidents increased 250 percent from 2005 to 2007.

A chain is only as strong as its weakest link and protecting information is a team effort. All of us at VA SORCC must **Unite Against Security Threats!** It's everyone's responsibility to ensure that Veteran information is protected:



- Realize that we are all responsible for information security—reporting an incident is the right thing to do
- Review VA, local policies, and incident-response procedures for the most appropriate actions to take
- Don't** take unauthorized information home or when traveling unless authorized
- Keep portable data storage devices, like laptops, mobile devices, smartphones, and flash drives in secured locations—it only takes a few seconds to steal these valuable items
- Remember that information security is every one's responsibility, and you do make a difference

To learn more about how you can help raise VA's IP IQ, send your questions or comments to PRM.Communications@va.gov.

Every VA employee makes an impact: **Information Protection Starts With "I"!**

Bernice Reber, CSP
Information Security Officer

Kans 4 Kids

The VAEA is sponsoring a Kans 4 Kids Program again this year. VAEA will be collecting CLEAN aluminum cans and returnable plastic bottles (no glass, please). The money collected will go to help needy children in our community. Last year VAEA Kans 4 Kids raised enough money to help local kids attend Summer Camp and Volleyball Camp.





Combined Federal Campaign 2009

Thanks to VA SORCC employees, the 2009 CFC Campaign was a huge success. Together we exceeded our facility goal of \$25,000 by raising over \$27,000 for local and national charities. This campaign was a joint effort involving many people who made each fundraising event fun and profitable and those that donated by payroll deduction. The CFC Committee is amazed by your generosity but not surprised. This facility has always answered the call of those in need. Next year's CFC Chair torch will be passed on to Tony Cary; please give him your support in the 2010 CFC Campaign! Also thanks to all the management and service chiefs for allowing employees to take them away from their busy schedules for this great cause. Now for our winners:

The service winning the 1st place pizza paddle this year is Pharmacy Service. Congratulations to Steve Garrett and the Pharmacy service.

1ST Place Pharmacy Service \$1,975
2ND Place Nursing \$1,893
3RD Place Business Office \$851

Guessing Booth Winners are:

Jeff Miller guessed 22-1/2pounds. The exact candy jar weight, 23 pounds.
Andrea Cordova guessed 130 pieces of candy in the jar. The exact count was 133 pieces.



(Above) Brett Feagan, took 1st place in the costume contest

Congratulations to Will & Cheryl Gray for their award winning road kill chili! They will receive an engraved pizza paddle and bragging rights for the next year.

Honorable mention goes to Natalie Versteeg and Kara and Lisa Hibberds for their chili. Thanks to everyone who took the time to cook and come out and support the event. We raised \$175 for the Combined Federal Campaign. Also "Thank You!" Canteen Service for your support with supplies and punch. 1st place basket, "Environment of Care" valued at \$225 goes to Residential Care Program, which raised \$800. Also honorable mention goes to Nutrition & Food Services CFC Basket. For the past three years, Nutrition & Food Services (NFS) has stepped up to the challenge of entering an outstanding basket. NFS staff was able to engage eleven vendors in their charitable endeavors. Combined with staff contributions, the NFS Basket was valued at over \$620, and at auction, raised \$780. A special thanks to all the local businesses that contributed to their cause! Callahan's' Lodge, Costco, Northrop's Video, Olive Garden, Safeway, Cash & Carry, Mom's Café, Red Robin, Hometown Buffet, Starbuck's and Grocery Outlet. Once again, Great job everyone!



(Far Left) Dr. McIntosh enjoys one of the game booths hosted by Susan Black-Huff and Janice Luton. (Left) NFS and their basket.

What Are Your Rights As A Patient?

While speaking with members of our local community, with our VASORCC Staff and Veterans, as to their knowledge about the VA Patient Rights and Responsibilities Code, we want to insure that all Staff members & Veteran Patients have a full knowledge of this important document and immediate access to it on the internet.



Over the New Year, you will be seeing more of these Codes posted at key locations within the facility. Though some of our corner-stone services are already distributing them to our Veterans, please feel free to print out the Code and give them to Veterans who may ask as to what are their Rights. If you have any questions about the Patient Rights and Responsibilities Code, it's relation to our operations or to your role within the VASORCC, please feel free to contact Gail German – Rightnour at 541-826-2111 Ext. 7504 or Wolfgang Agotta Ext. 3657 for more information.

Patient and Resident Rights and Responsibilities

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect and Nondiscrimination

You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.

You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.

Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.

As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.

As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.

As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.

In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

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II. Information Disclosure and Confidentiality

You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.

You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.

Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.

You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

III. Participation in Treatment Decisions

You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.

Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.

You will be given, in writing, the name and title of the provider in charge of your care. As our partner in health-care, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.

You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decisionmaking and care at the end of life.

If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.

You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.

You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.

You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.

If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

IV. Complaints

You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

Wolfgang Agotta, Patient Advocacy



National Family Caregivers Month

The VA is recommitting itself to invest in caregiver support by providing resources and programs that make a difference in their lives, by providing education and training for caregivers about the different disease processes that affect their loved one, by assisting them to communicate effectively with medical professions and by helping them find ways to manage stress in healthy ways. In November the VA SORCC celebrated National Family Caregivers Month by hosting an event called "Caring for Those Who Care" a luncheon and resource fair for the family caregivers and foster home support staff of homebound Veterans. The VA recognizes that caregivers sometimes feel isolated and alone in their experiences. The VA's goal during this month was to draw attention to the achievements of caregivers and recognize the compassionate care they contribute to the lives of Veterans.

The "Caring for Those Who Care" event included a luncheon sponsored by Dr. Max McIntosh, Director of the VA SORCC, and catering was provided by VA canteen services. Loretta Ascencio, Regional Director of the Alzheimer's Association was the guest speaker. During her presentation, Ms. Ascencio provided tips and tools for caregivers and stressed the importance of caring for oneself when assigned the responsibility of caring for someone else.

Outstanding caregiver awards were given to various VA SORCC employees who provide direct care to Veterans both in the outpatient clinic and the infirmary, and local foster home caregivers were also recognized for their exemplary care toward Veterans.

At the conclusion of the award ceremony, caregivers accessed the community resource fair which included the following vendors: Lifespan Respite Care, Veterans Service Office, Jackson County Outreach to the Homebound Program, Alzheimer's Association, Winter Spring, Interim Health Care, Signature Home Care, Visiting Angels and Home Instead Senior Care. The expectation was for caregivers to walk away from the event equipped with resources and tools that would help sustain them in their care giving responsibilities.

A big thanks goes out to the businesses that contributed to this event as well as to the VA Caregiver Volunteers who shared their time and talent. The VA greenhouse staff and volunteers also created beautiful plant centerpieces that caregivers took home.

The VA will continue to ensure that an array of community based programs such as Home Based Primary Care, Contract Adult Day Health Care, Respite and Homemaker Home Health Aid programs remain available to our service connected Veterans. And, beginning in January 2010, Caregiver Support Groups will be offered to begin building a supportive community of caregivers, to share ideas with one another and to provide helpful tips, tools and resources relevant to caregivers. Becky Schlosser, LCSW and Annelise Weston, MSW will be co-facilitating these groups. Anyone interested should contact Social Work Services at 541-826-2111 extension 3310 and ask for either Becky or Annelise.



Pam Pose and Marilyn Zobitz, from Visiting Angels



(Above) Robert Woodhouse, Dodie Picanso, Jim Busano, Blanche Douma, John Waldrop and Annelise Weston, MSW Coordinator (Far Left) Guest Speaker Loretta Ascencio Director of the Alzheimer's Association and (Left) Rachel Sol, MSW intern passing out gift bags to caregivers.

Learning Management System Helpdesk

Learning Management System National Help Desk is now your first-line of defense for technical support issues, with LMS. ALL calls for routine support assistance (Password Reset, User ID's, Registering for Courses, etc...) will first go through the LMS National Helpdesk. If the helpdesk support call is considered a more local issue, (Domain or Service Specific) then your local LMS System Administrator/POC will be contacted for specific solutions.

The VA is moving into a more aggressive Phase II operation of LMS. One that will improve the systems functionality, offer more flexibility to the user, and distribute an even greater array of learning initiatives. With the use of a national helpdesk, this will help to ensure a smoother transition.

Thank you for your understanding.

» Reset your VA LMS password!

If you forgot or need to reset your VA LMS password, use the password reminder to have your password sent to your email account.

» Contact the VA LMS Help Desk

Get help and technical support Monday through Friday between 8:00a and 10:00p ET at 1.866.496.0463.

Thomas H. Roberts
Learning Management System Admin/POC
VA SORCC
(541) 826-2111 x3384

VA SORCC Begins New Call Center

The VA SORCC has started the transition from a single operator answering the facility phone to a five team Call Center who will be able to provide excellent customer service to our Veterans. There may be a few hiccups as they go through this process so please try to be patient.

Please be sure that your voicemail does not refer callers to the operator for assistance. Calls you are unable to answer should be referred within your service to someone else who can assist. We recommend a co-worker or service program assistant. If you have questions about who your designate should be, please talk to your supervisor. We also recommend that everyone review their extensions that are listed in outlook and vista to be sure that they are correct. If changes need to be made, please phone extension 3700 to make your request.

The "Call Center Team" would like to extend their thanks to everyone in advance. This will be a big change but will take us a long way in our quest to be the best we can be. If you have questions or concerns, please contact Monica Mortimer-Lamb at 541-826-2111 ext 3137



Congratulations!



HBPC

December 11, 2009, marks the “official” one-year anniversary of the Home Based Primary Care Program (HBPC) at White City. HBPC provides comprehensive, interdisciplinary, primary care in the homes of Veterans with complex medical conditions for whom routine clinic-based care is not effective. HBPC continues to grow and expand services throughout our area.



Here’s what our Veterans have to say about HBPC!

“We thank God for the HBPC team. We can’t imagine any group of people being more caring and so very professional than all the staff of your HBPC team members. The confidence and trust you all give us is immeasurable.”

“Nothing but praise for the team! Who ever put this thing together did it right.”

“Without this program our veterans have no hope, few services, no direction to services in essence were alone. Now! We have hope and lots of help from very caring people. This is the best thing you have started for home bound veterans. Thank you very much.”

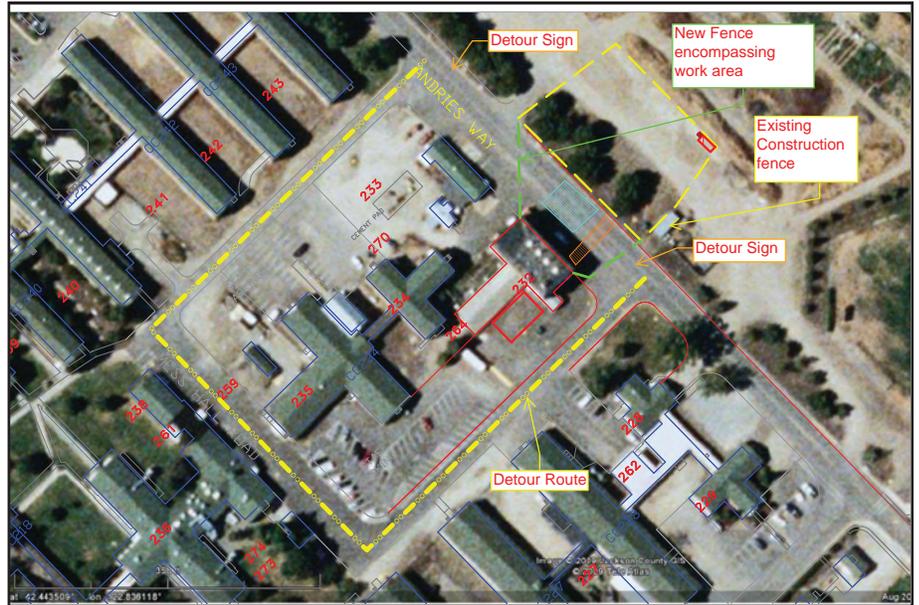
“My quality of life has improved tremendously. Thank you.”

“Throughout my life I have had considerable experiences with medical treatment, both civilian and military/VA. The treatment and care from HBPC-White city is absolutely the best I have experienced. They are outstanding.”



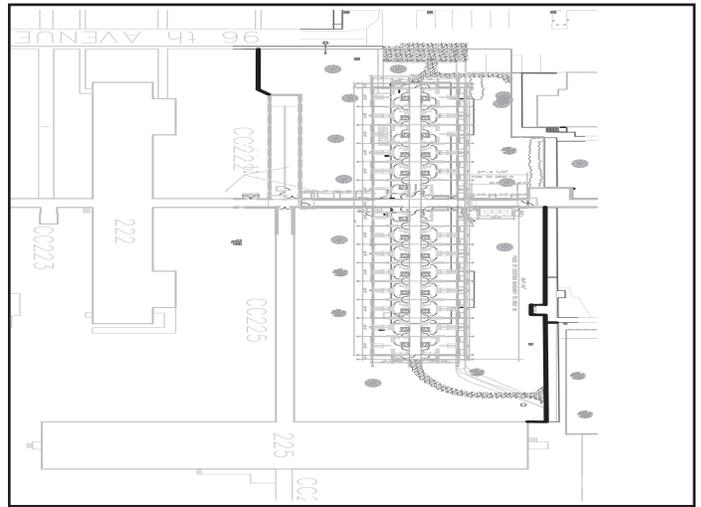
Road Detour on Andries Way

WHAT: Road Detour
WHEN: November 30, 2009 through December 30, 2009
WHERE: On Andries Way.
WHY: FMS will be removing existing fuel lines from the boiler plant to across Andries Way where our old underground storage tanks used to be.



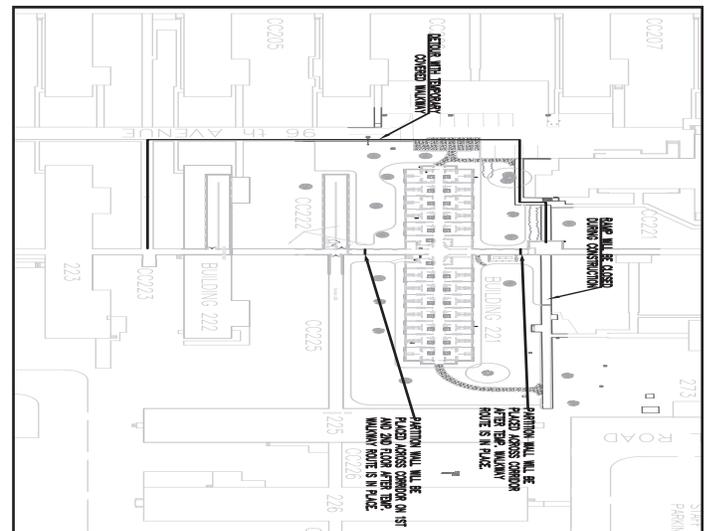
Chain Link Fence Installed

WHAT: Construction (chain link) fence installed around Building 221
WHEN: November 9th, 2009
WHERE: Around building 221.
WHY: Building replacement project due to seismic deficiency



Building 221 Construction to Begin

WHAT: Begin construction of Building 221
WHEN: Tentatively, November 16th, 2009 and is scheduled to be completed in August, 2010
WHERE: Tentative schedule to begin construction of temporary covered walkway on south end of building 221.
WHY: Building replacement project due to seismic deficiency



If you have any questions or concerns please contact Andres Briones at 541-826-2111 ext. 3358

Improvement Teams are Looking For A Few Good People

Did you know that all formal Improvement Teams are chartered by the Executive Leadership Team (ELT) and ELT provides oversight and support by monitoring and tracking the teams' action items until closure? The VA SORCC currently has ten formally chartered Improvement Teams in progress. All formally chartered Improvement Teams utilize the Systems Redesign Improvement Model: Vision, Analysis, Team, Aim, Map, Measure, Change, Sustain/Spread (VA TAMMCS). If you are a VA SORCC employee and would like more information on Systems Redesign or how you can participate on a team, please contact Sherri Masterson, RN, Systems Redesign Coordinator at (541) 826-2111 ext. 7407.



EMPLOYEE NEWS From Human Resources

WELCOME ABOARD:

Clinical Support Service: Jessie Abella, LPN; Jennifer LaRue, LPN

Primary Care Patient Service: Ken Ishmael, Medical Support Assistant;

MOVING AROUND:

Clinical Support: Kathleen O'Marro, Nurses Aid-Promotion

FMS: Dan Culley, Housekeeping Aid-Promotion; Don Cowser, Housekeeping Aid-Promotion; Jeff Miller, Safety Occupational Health Specialist

Primary Care Patient Service: Carrie Natho, Clinic Operations Manager-Promotion; Dawn Pinedo, Clinic Operations Manager-Promotion; Doina Cismas-Jeffery, Women Veterans Program

Residential Care Program: Cheryl Gray, Secretary-Promotion

Nutrition & Foods: Laura Fitzsimmons, Cook

VA FLU BLOG HEATS UP

Dr. Ebi, VA Staff Flu blogger, now has a team of VA flu experts to help her keep up with VA employee questions and concerns about the flu. After hearing so many concerns and questions in emails, phone calls, and meetings about H1N1 and Seasonal Flu, the Office of Public Health and Environmental Hazards created the blog earlier this year. It has become a forum for discussion about Flu (seasonal and other) with one of VA's public health leaders, Dr. Ebi Awosika. Many VA staff members already have read the Dr. Ebi's blogs and posted comments and now the blog is expanding. VHA has added VA flu experts and bloggers to help keep pace with the response. Read these experts' blogs and post your own comments on the VA Staff Flu Blog at <http://vaww.blogs.va.gov/flu>. To send a comment, click on send at bottom of blog and provide your comments and questions.



Flu Hotline

Starting November 12, the Oregon Public Health Flu Hotline (1-800-978-3040) included medical triage services for the general public. A caller transferred to the triage line will speak with a licensed healthcare provider about symptoms or exposure. The possible outcomes of the call include home care advice, outpatient referral to a healthcare provider for further evaluation, or referral to the ER. This service will mitigate the spread of disease by keeping potentially infectious individuals away from susceptible individuals. Most people with Influenza-like illness (ILI) are directed to provide self care and thus minimize unnecessarily exposing other people at emergency departments or other points of care. Triage call takers make referrals to a caller's usual source of primary care whenever possible. Referrals to safety net clinics are made as appropriate.

Yvonne Chilcoat, RN, MA, CIC
Infection Control/Occupational Health

**DON'T GET
THE FLU.
DON'T SPREAD
THE FLU.**

GET VACCINATED.

cdc.gov/flu

Wolfgang Agotta, Patient Advocate Gail German-Rightnour, Patient Representative

Can help you with: Compliments, complaints or unmet needs. If you have SORCC policies and procedures questions not answered elsewhere, come see us we have an open door policy. Our hours are:

7:00a.m. to 4:00 p.m.
Monday—Thursday
Building 201, Room 272 and 274
Ext. 3657 (Wolfgang)
Ext. 7504 (Gail)

