

# Source

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



## POW\*MIA RECOGNITION

September 18, 2009



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Delbert Massey    William Flurry    Arthur Paxton    James Martin    Bill Milburn    Teedie Woodcock

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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

# *Chief of Staff Department of Veterans Affairs*

### **Goals, Strategies, and Operational Plans**

The Secretary's ambitious vision of a transformed, 21<sup>st</sup> Century VA, is taking shape. Thanks to the efforts of a VA Transformation Task Force created earlier this year, and with broad cooperation and support throughout the Administrations and Staff Offices, we have created a new strategic plan – a roadmap that will help guide our transformation journey. Our strategic plan is now under review at the Office of Management and Budget.



Our strategic plan has four Department-wide goals: (1) Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value; (2) Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services; (3) Raise readiness to provide services and protect people and assets continuously and in time of crisis; and (4) Improve internal customer satisfaction with management systems and support services and make VA an employer of choice by investing in human capital. These are bold goals that reflect our desire to honor the service of our nation's Veterans.

The strategic plan establishes three Integrated Objectives for the Department, with a series of integrated strategies to achieve each objective. It is our collective responsibility to execute this plan – ensuring continuous alignment, collaboration, and communication. We need to make sure that our resources are properly allocated, that our actions are transparent and accountable, that our results are meaningful and clearly reported. We need to learn from our mistakes, improve our processes, and hold ourselves to the highest standards of clarity and focus. Every VA leader and employee must be an active participant in our efforts to transform VA and implement this strategic plan.

The final component of our planning cycle is the development of  
continued from page 2

Fiscal Year (FY) 2010 Operating Plans for each Administration and Staff Office. These operating plans reflect our intended commitment of resources (people and funds) to meet those objectives that support our goals. The operating plans include organization-specific initiatives and measurable outcomes. In short, the plans guide budget execution and performance monitoring for the quickly approaching fiscal year.

Our FY 2010 Operating Plans are currently being finalized, but this work is far from over. As we begin to execute our strategy, we will certainly discover mistakes and opportunities to improve – even the best plans must be adjusted after implementation begins. But, together, with your creativity, passion, and commitment, VA is prepared to pursue the goals and objectives of our new strategic plan.

Personal Regards,

John Gingrich  
Chief of Staff  
Department of Veterans Affairs

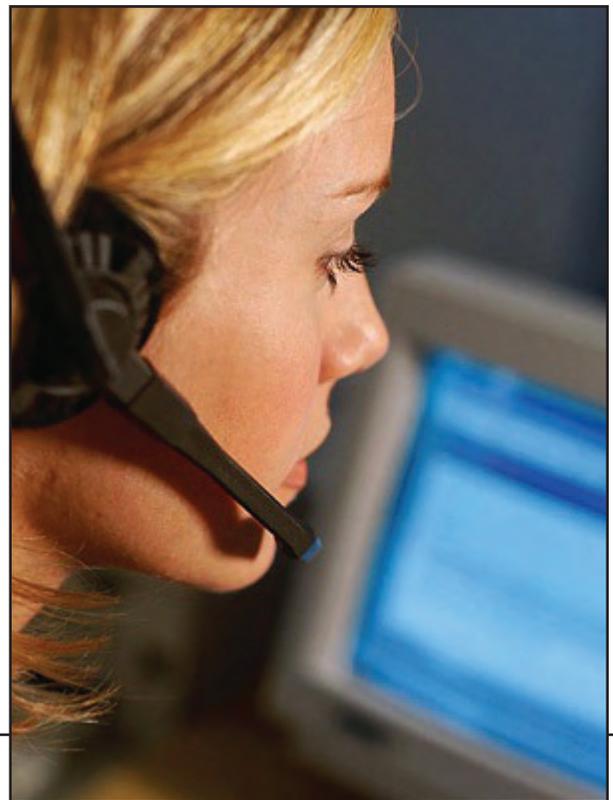
## What is HIPAA and what is it for?

HIPAA establishes uniform privacy and security standards for personal health information. It provides national standards to enable efficient, safe electronic handling and transmission of health information.

Ever wonder what the difference between privacy and security is in regards to HIPAA?

The most simple description of HIPAA requirements is that the privacy provision identifies what individual health information must be protected and that the security standard defines how healthcare organizations should protect this information

If you have a Privacy question or concern contact the Privacy Officer, **Sandra Kindsvater** at 826-2111 extension 7445 and for Security concerns contact **Bernice Reber** at extension 7404.



## Who is responsible for Security and Privacy?

EVERYONE

If you see a security or privacy violation in the course of your daily routine, it is your responsibility to inform the appropriate official.



## White City VA Honors Former Prisoners of War By James Cunningham

The Department of Veterans Affairs proudly joined the Nation in observing National Former Prisoner of War/Missing in Action Recognition Day. The VA Southern Oregon Rehabilitation Center and Clinics (SORCC) in White City honored thirteen former prisoners of war in a POW/MIA Honor Luncheon on September 18.

Guest speaker, Colonel David G. Dotterrer, USMC (Ret), thanked the former POW's and their families for the sacrifices they have made. SORCC Director, Max McIntosh, presented each former POW with a triangular shadow box containing the POW/MIA flag, and a single red rose. The group paused to honor the service and sacrifice of American Veterans whose enduring faith in country, family and comrades-in-arms, gave them a rare courage that continues to inspire our nation.



Colonel David G. Dotterrer, USMC (Ret)

A round table was present in the center amongst the guests with a white tablecloth, a single red rose, a vase tied with a ribbon, a slice of lemon, a pinch of salt a Bible, a inverted glass and a chair at the table it is reserved to honor our missing loved ones and comrades in arms. Its meaning follows: The table is round -- to show our everlasting concern for our missing men. The tablecloth is white -- symbolizing the purity of their motives when answering the call to duty. The single red rose, displayed in a vase, reminds us of the life of each of the missing, and the loved ones and friends of these Americans who keep the faith, awaiting answers. The vase is tied with a red ribbon, symbol of our continued determination to account for our missing. A slice of lemon on the bread plate is to remind us of the bitter fate of those captured and missing in a foreign land. A pinch of salt symbolizes the tears endured by those missing and their families who seek answers. The Bible represents the strength gained through faith to sustain those lost from our country, founded as one nation under God. The glass is inverted -- to symbolize their inability to share this day's toast. The chair is empty -- they are missing.

# They Will Never Be Forgotten

## POW/MIA Recognition

Photos By Ken Durham



Table dedicated to missing POW/MIA



Anna Diehl, Chief CRD, Public Affairs Officer, welcomes guests.



VA Chaplain, Stephen Philo, leads guests in prayer.



Karen Allen, Associate Director of Patient/Nursing Services.



Dr. McIntosh presents former POW with rose and POW/MIA shadow box gift.



POW/MIA and family enjoying the ceremony.

## Hispanic Heritage Month

This is the time to recognize the contributions of Hispanic Americans to the United States and to celebrate Hispanic heritage and culture. The observation started in 1968 as Hispanic Heritage Week under President Lyndon Johnson and was expanded by President Ronald Reagan in 1988 to cover a 30-day period starting on September 15 and ending on October 15. It was enacted into law on August 17, 1988 on the approval of Public Law 100-402.



September 15 was chosen as the starting point for the celebration because it is the anniversary of independence of five Latin American countries: Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua. They all declared independence in 1821. In addition, Mexico, Chile and Belize celebrate their independence days on September 16, September 18 and September 21, respectively. Public Law 100-402 authorizes and requests the President to issue an annual Proclamation designating September 15 through October 15 as “Hispanic Heritage Month”. October 12, Columbus Day or Dia de la Raza, also falls within this 30-day period.

### EMPLOYEE NEWS

From Human Resources  
September 2009

#### WELCOME ABOARD:

**Clinical Support Service:** Mila Shaw-Kempf, LPN;  
Rebecca Martinez, RN Klamath Falls

**Laboratory:** Louise Jacobson, Health Technician;  
Lori Celayeta, Health Technician

**Medical:** Timothy Fisher, Program Support Assistant

**Mental Health Product Line:** Dr. Matthew Blakeley,  
Psychologist; Dr. Julie Wilson, Psychologist; Debra  
Wilson, Social Worker; Doreen Garlip, RN Social Work  
HBPC; Cathy Poe, Psychiatry Nurse Practitioner;

**Nutrition & Foods:** Kara Hibberds, Fiscal Accounting  
Technician

**Residential Care:** Kirk Kline, Social Service Assistant;  
Martin Paola, Social Service Assistant

#### Moving Around:

**Acquisition & Materials Management Service:** Larry  
Sluss, Supply Technician- Promotion; Joshua Horn,  
Materials Handler-Promotion

**Business Management Office:** Sherri Bostic, Lead  
Program Support Assistant Comp&Pension-Promotion

**Medical:** Annie Patterson, RN-Facilitator Kidney/Liver-  
Re-assignment

**Nutrition & Foods:** Kevin Davis, Cook - Promotion

#### Retirees:

**FMS:** Robert Rhondeau

### Leave Use or Lose



**W**hile the current Federal Leave Year doesn't end until January 3, 2009, the date for scheduling “use or lose” annual leave is November 22, 2008. Most federal employees may only carry over to the next leave year no more than 240 hours of accrued leave. Doctors and Nurses please see your timekeeper for the balance that may be carried over. The excess annual leave must be used by the end of the leave year (1/03/09) or the leave will be forfeited.

# Who Cares?

*About Quality Health Care.*

*Doina Cismas-Jeffries does. As a registered nurse, Doina understands quality healthcare firsthand. "My Uncle served in the military for over 30 years and served in three wars: WWII, Korea, and Vietnam", she says. "He paid a high price for me and my family to enjoy our daily freedoms and American privileges. In honor of his name and memory, I want to serve those men and women who have paid such a high price physically, mentally and personally for all of us."*



VA SORCC Employees. Dedicated to Your Care.  
Every Day.

## SORCC Veterans Go Paddling Hawaiian Style By Jim Morgan

Outrigger canoeing is a sport steeped in the history and traditions of the Hawaiian culture. Unlike the double-hulled, wooden canoes which the Polynesians used to navigate thousands of miles across the Pacific Ocean, the modern outrigger is a sleek craft designed for performance and racing speeds. Far from the Hawaiian Islands at nearby Emigrant Lake, a group of SORCC residents recently took part in an experiential program provided by the local Ashland Outrigger Canoe Club.



The Ashland-based outrigger paddling club is coordinated through a nonprofit outdoor program named S.E.E.K. (Self-Esteem Exploration & Knowledge)The Heart of Nature. The program's Executive Director, Kim Marie Murphy, and her associate, Yvonne Geisel, provided the program

facilitation, coaching and aloha spirit. A group of SORCC residents attended three sessions and received instruction in the fundamentals of outrigger canoeing, coaching in boat handling and paddling technique, and did open water practice, training drills, and simulated races.

The SORCC participants got a quick lesson in how physically demanding this sport is and how important technique and teamwork is in moving a large outrigger through calm water. In addition to the coaching and paddling drills the open water sessions afforded opportunities to do a bit of racing and in one instance became a huli, or capsiz drill, with subsequent Huli Awards being presented to the participants in that canoe. To our S.E.E.K. coaches, Kim Marie and Yvonne, the SORCC recreation staff and the Veterans who participated in this program would like to say maholo (thank you) and Ah Hui Hou (until we meet again) for a wonderful experience.

### I Can Build It Better

Anthony Bockus proudly displays his Coast Guard Cutter that he built from a craft kit donated to the VA SORCC. Anthony was especially proud of the “modifications” he engineered into the model by installing a remote-controlled motor (One of the masts is the antenna). He says he hasn't sent her on her maiden voyage yet...We wish him the best of luck!



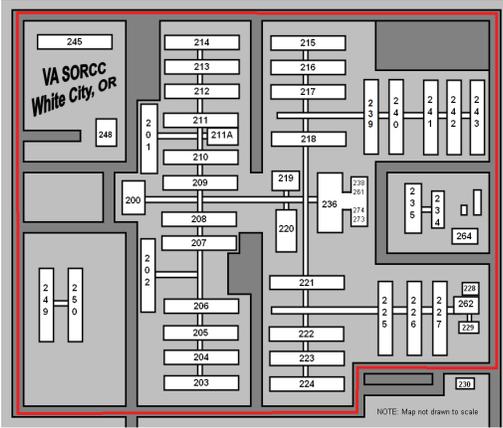


## VA SORCC MOVE! Walking Routes

By Katie M. Dodd, 2009

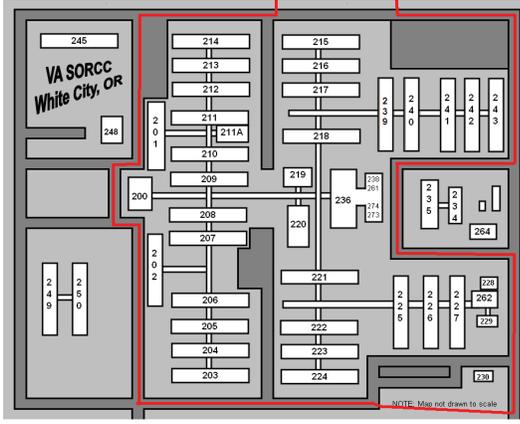
Outdoor Route #1:                    "The Loop"                    (approximately 1.2 miles)

1. Starting Point: The facility main entrance.
2. Begin by heading south (towards Medford) on Kelly Rd & follow the main roads around the outer perimeter of the facility.
3. Once you are near the Ball Field, turn right on Kelly Rd; this way you will stay in the facility & not head out to the Hwy.
4. End at the entrance where you started.
5. Stay on sidewalks/ far edge of roads at all times. Watch out for cars & be safe!



Outdoor Route #2:                    "The Sight-Seer"                    (approximately 1.3 miles)

1. Starting Point: The facility main entrance.
2. Begin by heading west (into the facility) on Veteran Memorial Drive; follow this road around Bldg 200 to the end where it meets Avenue N.
3. Turn right Avenue N & walk for about 130 yards.
4. Just past the picnic tables, turn left at the dirt parking lot, & walk back to the facility fence.
5. Turn right & walk behind the Ropes Course toward the beginning of the Driving Range.
6. Turn right at the Driving Range until you reach the Ave N again; turn left & follow the road as it turns right into Andries Way.
7. Turn right on Mess Hall Road (the 2nd road to the right off Andries Way).
8. Follow this road as it loops around back to Andries Way.
9. Turn right on Andries Way & go straight, past Kelly Rd, until you see the sidewalk to the right in the grassy park area by the front gate (Blue Star Memorial).
10. Turn right and follow the sidewalk until you get back to Kelly Rd.
11. Follow Kelly Rd and end at the entrance where you started.



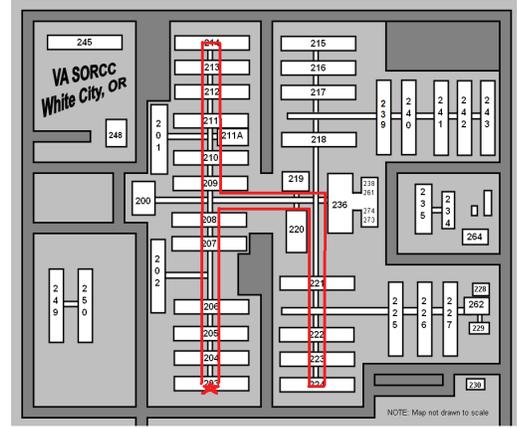
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### Indoor Route #3

### "The Little H"

(approximately 0.9 miles)

1. Starting Point: Building 203, main hallway
2. Begin by heading west to the end of Bldg 214.
3. Take the stairs up a level & head back.
4. After Bldg 209 take the next left & go straight.
5. Take the 2nd right & go to the end of Bldg 224.
6. Take the stairs up a level & head back.
7. After Bldg 222 turn left down the ramp; turn left.
8. After Bldg 221, turn left again. Take the 2nd right back to Bldg 203. End where you started.



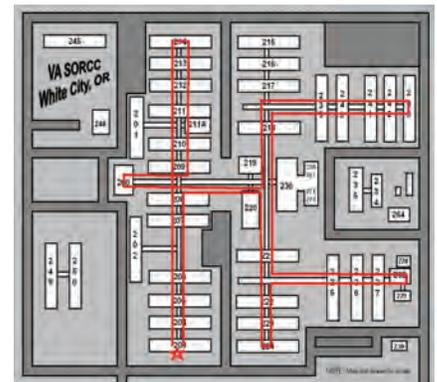
### Indoor Route #4:

### "All Halls"

(approximately 1.5 miles)

\*NOTE: There is currently construction near Bldg 218, follow detours.

1. Starting Point: Building 203, main hallway
2. Begin heading west to the end of Bldg 214.
3. Take the stairs up a level & head back.
4. After Bldg 209 take the next right & go down the ramp to the end of Bldg 200.
5. Go up the stairs & go straight, down the ramp again, and continue towards the Dining Hall.
6. Before the Dining Hall, turn left to Bldg 218.
7. Go just past Bldg 218 & turn right to the end of Bldg 243, then turn around & head back.
8. At the end of the hallway turn left.
9. Go just past Bldg 221 & take next hallway to the left. Go down the hallway to the end, then turn around & head back.
10. At the end of the hallway turn left & go to the end of Bldg 224.
11. Take the stairs up a level & head back.
12. After Bldg 222 turn left down the ramp; turn left.
13. After Bldg 221, turn left. Take the 2nd right to Bldg 203. End where you started



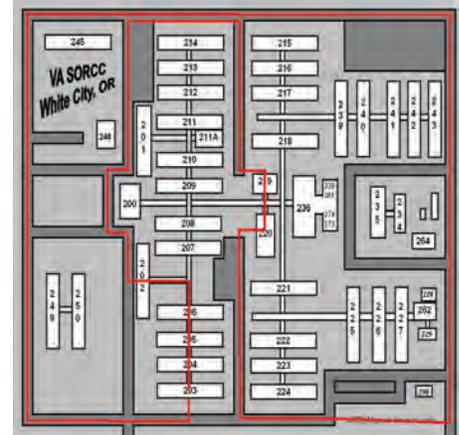
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## All-Over Route #5:

## “The SORCC”

(approximately 1.9 miles)

1. Starting Point: Building 203, main hallway
2. Begin by heading west; just past Bldg 206 turn left at next hallway and go to Bldg 202.
3. Exit the building & turn right on Veterans Memorial Drive to Ave N then turn right.
4. Take the very next road to the right, 91st St, and go straight to the end of the road.
5. Head left on the sidewalk towards the Canteen passing the Koi Pond on the left.
6. Take the Canteen entrance; go straight.
7. At the Theater, turn right down the hallway and exit to parking lot. Turn left at parking lot and follow road until it ends.
8. Turn left at the main road and go straight until the road turns left. Take the sidewalk going through the grassy park area (Blue Star Memorial).
9. At the road turn left & follow it around the facility. End where you started.



## SORCC Employee Participates In Bicycle classic

On July 11-12, 2009 one of our own SORCC Employees, Tami Bowker, participated in the 30<sup>th</sup> Annual Group Health Seattle to Portland Bicycle Classic.

The 2009 Group Health Seattle to Portland Bicycle classic was a terrific success. Ten thousand participants rode safely and respectfully from Seattle to Portland. This 200-mile bicycle ride is the largest multi-day bicycle event in the Northwest, with up to 10,000 participants riding from Seattle to Portland in one or two days. The route takes riders through the scenic valleys, forests, and farmlands of western Washington and Oregon. The ride tests both endurance as well as speed for the small number of riders who complete all 200 miles in one day! Tami plans to complete the ride again next year July 17-18, 2010.



Tami Bowker (third from left) with other riding participants.

**Keep yourself healthy & get 150+ minutes of physical activity a week!**

## ITOS Assistance Process Has Changed

The VA SORCC has migrated the Helpdesk to the R-01 Helpdesk. All requests for Information Technology Operations Service (ITOS) assistance begins by calling the R-01 Helpdesk at extension 3700. The region 1 help desk will take the call and assist you if possible. If it's something they are unable to fix, they will log a "ticket" that is assigned to SORCC local ITOS staff.

The CSR program in Vista will still be used for:

1. New employee access
2. Removal of Erroneous Progress Notes \*temporarily\*

All old CSRs have been printed and assigned to ITOS staff for action.



## Next SORCC's Blood Drive In The Theater

*Thursday, October 22 from 10 am to 4 pm*

Donors wishing to schedule an appointment or who have questions regarding blood donation may call, 1-800-GIVE-LIFE (1-800-448-3543).

Since June of 2008, the American Red Cross has collected 194 life-saving units of blood at Southern Oregon Rehabilitation Center and Clinics—helping save up to 582 patients. The need for blood is constant. The gratification is instant. Only volunteer donors can help save the lives of patients in need of blood. In about an hour, donors can save up to three lives with a single donation.



## American Red Cross

### **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)

