

North Chicago VA News



North Chicago VA Medical Center
3001 Green Bay Road
North Chicago, Illinois 60064

January 2003

Quality Systems Survey North Chicago Employees Committed to Quality!

The Quality Systems Survey (QSS) is designed to give facilities feedback on their quality improvement programs and processes and can be used to check improvement through the years. We have submitted three surveys, in 1998, 2000 and in 2002. With these three data points we can understand how our improvements have affected systems, processes, and individuals in our facility.

The survey done in 2002 showed the following:

- NCVAMC scored 730 or 73% of all possible points
- This is one of the highest scores attained by any VA facility since the QSS originated in 1992
- Strength areas include Leadership, business results, customer service & market focus
- Opportunities for improvement include HR development & management and process management
- NCVAMC has made consistent progress over the last 5 years

Marine Corps Celebrates 227 Years on November 10th



On November 10, 1775, a Corps of Marines was created by a resolution of the Continental Congress. Since that date, many thousand men have borne the name Marine. North Chicago VA celebrated the Marine Corps birthday with refreshments in the atrium on November 8th.

North Chicago News

North Chicago News is published for staff and volunteers of the North Chicago VA Medical Center. Submissions can be sent to douglas.house@med.va.gov Contributors for this issue

Nancy Gember
EEO Specialist

Sharon Pusateri
OPI

Kenny List
Community Affairs

Doug House
Executive Assistant

William Morton
Police & Security

Mary Waterman
Learning Resource Center

Jan Macintyre
HBPC

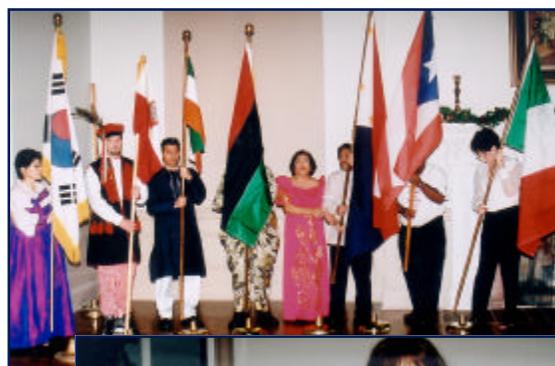
CULTURAL DIVERSITY DAY CELEBRATION

The First Cultural Diversity Day Celebration was held in Bourke Hall on Thursday, November 21, from 11 am to 2 pm.



This program was developed as a mechanism to increase awareness and to educate our staff on ethnic cultures and the diversity

within our medical center workforce. Nine ethnic groups participated in this event: Polish, Hispanic, Italian, Philippine, Native American, Scottish, African American, Korean, and Indian. The theme for the program was, "Holidays Around the World". Greetings of Merry Christmas and Happy New Year were extended to the audience in each of the native languages from representatives of the nine ethnic groups represented. A variety of ethnic entertainment was provided throughout the entire program, including speeches, videotapes, a performance on the bagpipes, singing, and dancing. Each group had a booth displaying items of interest: art, historical information, ethnic dress attire, decorations, etc. Employees who purchased a ticket were treated to a variety of "taste samples" of ethnic food from around the world. All in attendance had an enjoyable learning experience. The Medical Center Leadership expresses a sincere thank you to all participants who donated their time, energy, and personal items which contributed to the outstanding success of the program. It is hoped that this event will become an annual celebration. Employees interested in participating in the 2003 program, should contact Sarah Fouse at ext. 85757 or Nancy Gember at ext. 83853.





**North Chicago
VA Medical Center**
3001 Green Bay Road
North Chicago, Illinois 60064

National Home Care Month

The VA leads the nation in its integrated and coordinated home care programs which serve the unique healthcare needs of veterans when clinic based care is not enough.

North Chicago VA's Home Care (Home Based Primary Care HBPC) began in 1987. It has grown from 1 to 157 patients. The program expanded in 1997, and was the first in the VISN to see post-op surgical patients, and do daily dressing changes. Staff is on duty seven days a week to meet the needs of our veterans. The program offers patients a team approach for the vet's care as they are visited by a Nurse, Social Worker, Dietitian, and Kinesiotherapist. Some



patients also receive visits by the HBPC Nursing Assistant. The HBPC Pharmacist is an integral part of the team as well, however he does not make visits to the home.

The mission of HBPC is to provide veterans with comprehensive healthcare

and education in their home in an effort to maintain their independence and prevent the need for hospitalization. The goals of HBPC are to provide education and guidance so veterans can remain in their home, prevent frequent hospitalizations, provide support and education for caregivers, and promote veteran's independence and function.

To refer a patient to HBPC all it takes is a Consult from the Primary Care Provider. If you have any questions regarding the program, please call (847) 578-3784. North Chicago VA's success in home is due to the compassion, skill and devotion of its dedicated home care staff.

Family Remembers Loved One

At a dedication ceremony on December 5th, the family of veteran

Robert Roteman donated in his memory to the medical center two large plaques that were handcrafted and finished that read

Through These Halls Pass Our Nation's Heroes

The plaques are located by the pharmacy outpatient area and the lobby of Bldg. 134. The family also donated a stereo for each of the four dining rooms in Bldg. 134 and several CD's.

Family members on hand for the dedication included Mr. Roteman's wife Marlene, his daughter Laura, his son David and grandson Andrew.



From left: Andrew Roteman, Laura Roteman-Walley, Mary Roseborough, Acting Medical Center Director, MaryLange-Alberts, SGRC, Marlene Roteman, and David Roteman

Saying Thanks...



What better way is there to say Thank You to a fellow co-worker than with a smiley face cookie? Volunteers Dick and Fran Eirich of the Elks sell a cookie to Doug Rapp of Informatics. Cookies were for sale in the atrium of Bldg 133CA November 18-20 which employees could purchase and deliver to their co-workers. Proceeds from the sales went to the General Post Funds for our veterans.

Judy Vega, RN and Samuel Moore Recognized for Service

Judy Vega, RN and Samuel Moore were presented certificates of appreciation by Dr. Cummings, VISN 12 Director at the Town Hall meeting held on November 7th. Both were recognized for their service in the reserves after September 11, 2001.

Judy works as an infection control facilitator for SGRC and IMS. She has worked at the VA for 26 years and has served in the Navy Reserves for 22 years and currently is the Senior Enlisted Advisor for NR Fleet Hospital Detachment 21.

Samuel Moore works in the chiller plant for Facility Management. He is currently on active duty.

Veterans Day

Our Veterans Day Program was held on November 12th in Bourke Hall. The guest speaker, Shawn Hanley, Senior Advisor to the Deputy Secretary of the VA, shared his thoughts on the sacrifices that our veterans have made

and what they mean to our country. The large audience of over 100 were then treated to spirited and moving musical selections by Rose Elder and Rob Hunter. Area students participated in an essay contest on either "What is a Veteran?" or "Why do we celebrate Veterans Day?" First place was won by Rebekah Pure of Glenbrook North High School and second place was won by



Isaac Pure of Solomon Schechter Middle School, both are children of Diana Pure, Patient Care Group. Third place was won by Robby Schultheis of Woodland Intermediate School in Gurnee; and fourth place was won by Matthew Burton of Lake Shore Catholic Academy. Rebekah and Isaac were able to attend the program and share their insightful essays with an appreciative audience. The colors were presented by the VFW Post 4737.