

VA



U.S. Department
of Veterans Affairs
VA Greater Los Angeles Healthcare System

Chillicothe VAMC Healthcare System Office of Academic Affairs



Welcome to Chillicothe VAMC! We are committed to providing you with an outstanding training experience. Here is some basic information to make your entry as smooth as possible:

Chillicothe VAMC Office of Academic Affairs

Lora Cox-Vance, MD
740-773-1141 ext. 17254
Chief of Staff
Chillicothe VAMC
Lora.Cox-Vance@va.gov

Marianne L. Burda, MD, PhD
740-773-1141 ext. 16231
Associate Chief of Staff
for Education & Research
Chillicothe VAMC
Marianne.Burda@va.gov

Mission:

VA's mission is to fulfill President Lincoln's promise: ***"To care for him who shall have borne the battle, and for his widow, and his orphan."*** Education & Training is one of the four VHA statutory missions and, since 1946, VA has worked in partnership with schools of medicine and allied sciences to provide high quality health care to America's Veterans, and to train health care professionals to meet patient needs within VA and throughout the nation.

Our Vision:

Our Vision is to be a healthcare provider of choice for Veterans; improve Veterans' quality of life by enhancing services, access and safety; and to be the workplace of choice.

Chillicothe VAMC is committed to assuring all trainees receive the highest quality learning experience, including how to treat the unique medical, and social issues of Veterans.

Our Core Values:

Integrity: Act with High moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.



Advocacy: Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

First Day of Rotation: All trainees must report to academic affairs in Building 1 room 203 or 205 the first morning of the rotation prior to starting in the clinical setting. Trainees will receive an onboarding check list and orientation materials.

Trainees will next report to Human Resources to sign their appointment letter and obtain a VA photo ID badge. Trainees cannot start their rotation until this is completed and the trainee has an official Chillicothe VAMC appointment.

After onboarding is completed, trainees will report to the Chillicothe VAMC site director or supervising faculty to start the rotation.

Trainees must notify academic affairs and the site director immediately of any change in their rotation dates.

Last Day of Rotation: All trainees must obtain a clearance form from their site director and clear from all appropriate departments, including academic affairs. All keys, uniforms, vocera, laptop computers, other electronic devices, identification badges/PIV cards, and other items must be turned in to the appropriate departments. Failure to do so may result in the trainee being charged for an item. The trainee's school will be notified if items are not returned.

Identification: All trainees at Chillicothe VAMC are required to wear a VA photo ID badge above the waist while on site at any Chillicothe VAMC campus. When you meet Veterans, please introduce yourself, explain your role, and share the name of your attending or supervisor. Do not let anyone else use your VA ID badge or PIV card.

Meal Cards: One of the benefits to without compensation GME residents is a meal allotment. Medical residents are to use the card at the canteen only when they are on duty at the Chillicothe VAMC and only to purchase food for themselves. The on-duty meal benefit is not extended to family members, guests, staff, or other students. The meal card is loaded with funds once per month. Funds will not be replenished sooner if the card amount is used prior to the end of the month.

Non-GME without compensation students may be eligible for meals while on rotation at this facility through nutrition and food services. Please notify your preceptor if you would like to utilize the free meals. Meal vouchers can be picked up at building 7, room 106F.

Parking: All trainees must register their vehicle(s) with the Chillicothe VAMC police and have a facility parking pass on their vehicle. Trainees are permitted to park in all lots that are not designated for “Patients Only”.

Dress Code: Trainees are expected to wear clothing, which is neat, clean, and appropriate to the position and to dress in a manner that reflects credit upon yourselves, this medical center, and the Department of Veterans Affairs. Clothing that is excessively tight or loose fitting can be distracting to co-workers and patients, in addition to posing a safety hazard. Trainees are expected to follow the medical center dress code policy. Please consult your supervisor as to what type of dress is appropriate for your rotation.

Shoes: Wearing shoes is conducive to a quiet and safe hospital environment. Shoes that have cleats, or are otherwise excessively noisy are considered inappropriate. Flip-flops or beachwear type shoes are inappropriate to wear any time. ANYONE working in a clinical or ancillary administrative area supporting them must wear closed toed and closed back shoes.

Clothing deemed inappropriate: Uniforms or scrubs with logos or names of other businesses or institutions, mini-skirts or dresses (skirt or dress with a hemline well above the knees, generally at mid-thigh level, normally no longer than 10 cm (4 in) below the buttocks, a micro-miniskirt is a miniskirt with its hemline at the upper thigh, at or just below the crotch level), halter/tube tops, spandex skirts or pants, including “yoga-type” pants, see through apparel, sweat suits, warm up suits, clothing with slogans, capri pants, jeans, and shorts are considered inappropriate, hats that are not part of the uniform and non-prescription dark glasses are not worn indoors at any time.

Emergencies: In the event of an emergency, call the appropriate extension (17004) and identify yourself, your location, and the nature of the emergency. Cell phone dial 740-772-7004

Police Emergency: x222
Fire Emergencies: x444
Infection Control: x17368
Poison Control 1-800-222-1222
Patient Safety: x16227
Crisis Line: x13333
Vocera: “Dispatcher-Dispatcher”

Fire emergencies: RACE = Rescue – Alarm – Contain – Extinguish (or Evacuate)

Review with your preceptor where the fire alarms, extinguishers, and fire exits are in the clinical or administrative area to which you are assigned. Follow the instructions of your supervisor.

Veterans are twice as likely to die from suicide as Non-Veterans.

The National VA Suicide Hotline is 800-273-8255.

You have a duty to help prevent suicidal behaviors. Make sure that the environmental risk factors are reduced by eliminating structures that could support a hanging object, reduce strangulation devices and access to sharp objects. Many hospital suicides occur during shifts during hand-off points between clinical staff.

Please review with your preceptor the first day what you should do if you encounter a suicidal Veteran during your rotation at Chillicothe VAMC.

Trainee’s Responsibilities: The goal of your training program is to provide you with an extensive experience in the art and science of medicine and allied sciences to achieve excellence in the diagnosis, care and treatment of patients. To achieve this goal, and optimize patient safety, you agree to do the following:

1. Follow the ICARE Core Values & Characteristics
2. Follow all COVID and other facility protocols as required (masking, PPE, social distancing, etc.)
3. Provide required documentation of COVID vaccination or exemption request prior to onboarding and complete computer entry of COVID vaccination status and forms on your first day. COVID vaccines and

boosters are available through employee health.

4. Provide required documentation of annual seasonal Flu vaccination by Nov. 30th or prior to your first day if after Nov. 30th. Flu shots are available through employee health.
5. Report all Patient Safety Incidents (adverse outcomes, near misses, and environmental risks).
6. Hand hygiene is the single most important measure to reduce the risks of transmitting germs from one person to another or from one site to another. Make sure that you wash your hands at least 20 seconds, including the areas between the fingers, above the knuckles and wrists, and under fingernails. Alcohol gels are also available but should not replace hand washing if your hands are soiled, if you are leaving an isolation room, or if you are dealing with Clostridium.
7. Our Employee Health Program is available to you if you are injured here at Chillicothe VAMC. If you are hurt, tell your preceptor and go to Employee Health in building 212.
8. Develop an understanding of ethical, socioeconomic and medical/legal issues that affect the practice of medicine, nursing and allied sciences.
9. Under the supervision of your program's teaching staff, participate in safe, effective and compassionate patient care, consistent with your level of education and experience. Follow all CVAMC, VHA, and training program policies and procedures.
10. Assure presence of an appropriate same sex chaperone for all gender specific examinations following guidelines from your specific program director.
11. Be aware of and develop the skills set forth in your specific training program rotation. Develop and participate in a personal program of self-study and professional growth with guidance from your training program's teaching staff.
12. Participate fully in the educational activities of your training program and assume responsibility for participation in the teaching of more junior

residents and students when appropriate.

13. Comply with all Chillicothe VAMC and program rules, regulations, practices, procedures and policies.
14. Adhere to the schedule of assignments in a prompt and timely fashion.
15. Whenever requested, participate in the CVAMC committees.
16. Apply cost containment measures in the provision of patient care whenever possible without compromising the quality and effectiveness of patient care.
17. Comply with all federal, state and local laws, regulations and ordinances, including non-discrimination and sexual harassment provisions. Report any incidences of sexual harassment, discrimination, or other harassment immediately to the training program director.
18. Keep charts, records and reports signed and up to date as per Chillicothe VAMC policy and training program requirements. Copy and pasting documents or cloned documentations in the health record is forbidden.
19. It is your responsibility to keep the computer access codes that you are given secure. Protect your computer codes by not sharing them with anyone. Log off whenever you walk away from the computer, even for a moment. Inactivity on the computer for more than ninety days will lock out your account.
20. It is important that you always protect patient sensitive confidential information. Veteran Personal Identifiable Information and Patient Health information may not be stored or shared using Google Docs or any other similar file sharing site. As a trainee at the VA you must not store Veteran information on any non-VA site from any device, including: from your home; your affiliate institution; your mobile tablet; or cell-phone. Do not print information and leave it at the printer for others to read. Do not take photographs of health records or other VA private information. Do not post any information about Veterans or other VA private information on social media.
21. You may not use thumb drives or any other personally owned USB or other device on VA computers. Do not use VA computers for personal use.

22. Identify the supervising practitioner of record for each patient care encounter/CPRS note.
23. Participate in the timely evaluation of your program and its staff.
24. All trainees must have appropriate licenses as required by accreditation bodies.
25. Trainees must have current BLS/ACLS certification, as required by training program.
26. **On your last day of your rotation you must clear the facility. Please ask your supervisor/site director for the trainee clearance form. Please bring the clearance form to Academic Affairs, Medical Records, TMS, HR, and other required services. You must turn in your keys, VA badge, parking pass, and other required items. Trainees will complete trainee satisfaction survey (TSS) upon completion of training at the CVAMC.**
27. Trainees should refuse to participate in patient care ordered by their supervisors in cases in which the orders reflect errors in clinical or ethical judgment or Attending impairment that could result in a threat of imminent harm to the patient or to others. Should such a situation arise, trainees should immediately communicate his or her concerns to the physician issuing the orders and, if necessary, to the Program Director and/or ACOS for Education & Research.
28. Maintain current VA Mandatory Trainee Training Certification by completing the training in TMS annually.
29. Trainees are responsible for all information in this orientation manual.

VA Computers and the Electronic Health Record (CPRS):

- Use your PIV ID badge to log onto Chillicothe VAMC computers. If you have problems with computer access, consult with your Chillicothe VAMC training program director. If they are unavailable, call the National Service Desk at ext. 17234.
- Computer accounts are deactivated when unused for 90 days. To avoid difficulties, log on whenever you are on site. Contact your training

program director, the national helpdesk at ext. 17234 or the service ADPAC 2-3 workdays before returning from an extended absence to re-activate your account. The TMS Helpdesk, (866) 496-0463, is available 24/7 to reset codes for active accounts. If required by your training program, obtain remote access and log in routinely to avoid deactivation of your account.

- Assign an attending in your Service as a “surrogate” in CPRS to receive notification of laboratory or test results for your patients. Please ask your preceptor who you should assign. This is done through the Tools bar in CPRS:
 - *Tools - Options - Notification - Surrogate Settings – select surrogate from drop down with no end date.*
- It is your responsibility to keep your computer access codes secure. Protect your computer codes by not sharing them with anyone. Log off whenever you walk away from the computer, even for a moment. Do not let anyone else use your PIV card to log into a computer.
- To set up a signature line in VISTA
 - Select menu option: ^tbox
 - Select user’s toolbox option: Electronic signature
 - Code edit
- Follow all VHA& CVAMC privacy and ROI policies & procedures
- The medical library is in Bldg. 211 on the ground floor. Computers are available in the main library area and trainee room located in the back. Trainees have access to all VHA online library resources. Contact Learning resource staff in the library for afterhours access.

**PLEASE CONTACT CVAMC ACADEMIC AFFAIRS FOR QUESTIONS:
740-773-1141 Ext: 17922, 16737, 16231
Building 1, Room 203 and 205**