

We are very proud to announce on January 26th Dr. Amber Fisher presented before Rep. Buddy Carter (GA-1) and other Congressional GOP Doctors Caucus members during a virtual roundtable discussion on VA's academic mission and affiliations.

VA's Office of Academic Affiliations (OAA) conducts the nation's largest health professions education and training program. Each year, over 113,000 health professions trainees are trained in more than 60 disciplines across 1,000 VA sites of care. Nearly 70% of U.S. physicians have completed training in VA.

Compliance Corner



Do-Si-*Don't:* The Ethics of Selling Girl Scout Cookies and Fundraising at Work

It's that time of year again, as the secret stash in the freezer has been depleted for months...it's Girl Scout Cookie season. Around this time of year, many federal employees wonder whether they are allowed to sell Girl Scout cookies

on behalf of their scouts in the federal workplace and the simple answer is no. Not under any circumstances, with no exceptions.

This restriction applies to all fundraising activities i.e., raffles, candy/gift wrap sales, Boy Scout popcorn and yes even those yummy Girl Scout cookies. Under the Code of Federal Regulations 5 C.F.R. Part 950 § 2635.808 Fundraising Activities, the only allowable fundraising activity on federal property is for approved events associated with the Combined Federal Campaign (CFC).

Below are some commonly asked questions and answers related to fundraising on VA Property:

- Q: Can I fundraise to VA employees off VA property?
 - A: Yes, but not to subordinate employees.
- Q: Can I email people letting them know that I have Girl Scout cookies to sell?
 - A: Not via your work computer or phone.
- Q: What should I do if I see someone fundraising for an organization that is not part of the CFC?
 - A: Ask them to please not do it on VA property and let your supervisor know.
- Q: Can I have a "I have Girl Scout cookies" sign in my car window?
 - A: It is best to take it down while on campus, so people do not inadvertently break any of the above rules.
- Q: Can I verbally let people know that I am selling something as part of a fundraiser?
 - A: Not while on the clock lunch or break is okay but be cautious not to come across as pressuring.
- Q: Can I leave order forms for cookies, popcorn, or other fundraising in the breakroom?
 - A: No, this is a violation of the fundraising activities rule.
- Q: Can I use the copier/printer in my section to print order forms?
 - A: No, minimal personal use of government resources does not apply to printing non-Combined Federal Campaign fundraising documents. (VA Directive 6001)

Need more guidance regarding fundraising? Please contact the Boise VAMC Integrity and Compliance Officer, Debbie Reinhart, at 208-422-1267 or Deborah.reinhart@va.gov.

COMPLIANCE CORNER

BOISE is HIGHLY RELIABLE

PRINCIPLES & VALUES

THEME OF THE MONTH

Sensitivity to Operations

January 2022 | National Safety Poster

Dosage Double Check



CONTEXT

A frequent practice for nursing staff members administering high-risk medications is to request another staff member to cross-check the medication dosage. During her tenure as a nurse, Jaimie Nebeker was approached by a colleague to perform a double check on a high-risk medication they had prepared for a patient.



ACTION

Jaimie and her colleague confirmed the patient's identity and the order for one unit of insulin. However, when Jaimie did a visual check of the syringe, she observed it contained 10 units—a dangerous error.



RESULTS

Following this simple double-check process led to a Good Catch, preventing possible harm to the patient. The experience served as a reminder of the importance of being Sensitive to Operations—maintaining consistent focus on the importance of front line staff members on care processes.



I was very grateful that day — and I was reminded how important [high-risk medication] double checks are.

Jaimie Nebeker, BSN, RN Systems Redesign and Improvement Coordinator George E. Wahlen VAMC







REPORTING A PRIVACY EVENT AT VA

A privacy event is any event that has resulted in, or has the potential to result in, unauthorized access to or disclosure of the Department of Veterans Affairs (VA) sensitive personal information (SPI), including personally identifiable information (PII) and protected health information (PHI), whether physical or electronic, in a manner not permitted under the applicable confidentiality provisions.

- Always report suspected privacy events to your local <u>Privacy Officer</u> and your supervisor **immediately** upon suspicion.
- If after business hours, please contact the Enterprise Service Desk at 855-673-4357 or 844-224-6186 (Teletypewriter (TTY) Relay Number) as soon as possible.

BE READY TO SUBMIT



Your name



Office (location)



What was lost, compromised, or disclosed?



Phone number



Date when the incident occurred



Was the electronic device turned on, and if so, was it password protected?



What happened?



Was data encrypted if it was an electronic device?

PRIVACY TIPS

- Follow a clean desk policy: leave no PII and/or PHI visible on your desk, whether physical or electronic.
- Lock your workstation if you leave and take your PIV card with you.
- Shred any unused documents containing SPI according to VA's record retention schedule.

Privacy Officer Name: Gina Thruston

Privacy Officer Email: BOIPrivacyOfficers@va.gov

For more information on VA's privacy program, visit https://www.va.gov/privacy/ or contact VA Privacy Service, at privacyservice@va.gov.





pepartment of Veterans Affairs

Certificate of Achievement

Presented to the

Boise VAMC

in recognition of your commitment and dedication to the mission of the Veterans Health Administration and the outstanding care provided to the Veteran-residents as demonstrated by your facility's

Finding Free Unannounced Community Living Center Survey

Conducted in November 2021. Your Community Living Center (CLC) is to be commended on having no identified deficiencies, and for having numerous best practices which can be shared with other CLCs across VHA. This is a tremendous accomplishment and all staff within the CLC, the Office of Quality Management, and other supporting departments should be commended on their contributions to this outstanding survey.



Washington, DC January 2022

Scotte Hartrouft, MD, MBA

Scotte R, Hartronft, MD, MBA, FACHE Executive Director Office of Geriatrics & Extended Care

Hey, have you heard?

Any current employee who successfully refers and recruits an applicant for an approved occupation will be awarded a total of \$1000, split into two payments of \$500 (first payment after 30 days of successful employment and the second payment after 180 days of successful employment). Employees whose duties include recruitment of applicants for employment are not eligible to participate in this program. Current positions identified as hard-to-recruit are: RNs, LPNs, CNAs, Housekeepers and Food Service Workers. Please see Policy for further details HERE.





GOOD GUUDU BOOK GATGHI BOOK GA

Tiffany Foley, LCSW received an automatic alert in CPRS that a Comprehensive Suicide Risk Evaluation (CSRE) was completed and signed by a provider. Per policy, Tiffany was reviewing the electronic health record of the Veteran who had participated in the CSRE. The note was completed and signed by a Clinical resource HUB telehealth provider. The CSRE note documented significant suicide risk factors and behaviors that warranted

timely follow up.

The Veteran resides in Mann Grandstaff (Spokane) VA catchment area. Tiffany reached out to the Spokane Suicide Prevention team to inform them of a Veteran in need of review and follow up. She was informed that the Veteran had previously been flagged as High Risk for Suicide (HRS) by the Spokane VA, however the Mann-Grandstaff (Spokane) VA Suicide Prevention team has switched to using Cerner systems so the High Risk for Suicide Patient Record Flag posting does not display on the patient's CPRS chart in Boise. The High Risk for Suicide Flag should be visible to all VA Sites.





Introducing our new Coding Auditor - Brooke Horlocher, CPC

Hello, I am Brooke Horlocher your new auditor. I've been coding, auditing, and providing education to providers and ancillary staff about documentation and coding guidelines since 2018. I'm very excited to get to work with all the VA providers and staff to help us become as accurate as possible. I specialize in Outpatient Evaluation and Management services but am always working towards expanding my knowledge. Please don't hesitate to contact me if you want to inquire about an audit or to learn how to best support your coding. ~Brooke Brooke. Horlocher@va.gov

Telephone Calls and Prolonged Services

AMA guidelines have been updated for telephone codes and below are the changes and required documentation.

- Telephone Calls under 5 minutes cannot be reported and should be documented as a historical note.
- 30 minutes is the maximum time allowed to be captured per the CPT descriptions.
- If time is over 30 minutes multiple CPT codes CANNOT be used. The 30 minutes CPT should be the only code used.
- Prolonged services codes CANNOT be used for telephone codes.
 - o Prolonged codes were deemed not acceptable for audio only services.
- Time should be documented for all telephone calls.
 - o Since time is a determining factor for a majority of services, we recommend documenting time for all encounters.

Time	Physician or Other Qualified Health Care Professional	Qualified Non-Physician Health Care Professional
0 - 4 Minutes	Not Reportable	Not Reportable
5 - 10 Minutes	99441	98966
11 - 20 Minutes	99442	98967
20+ Minutes	99443	98968

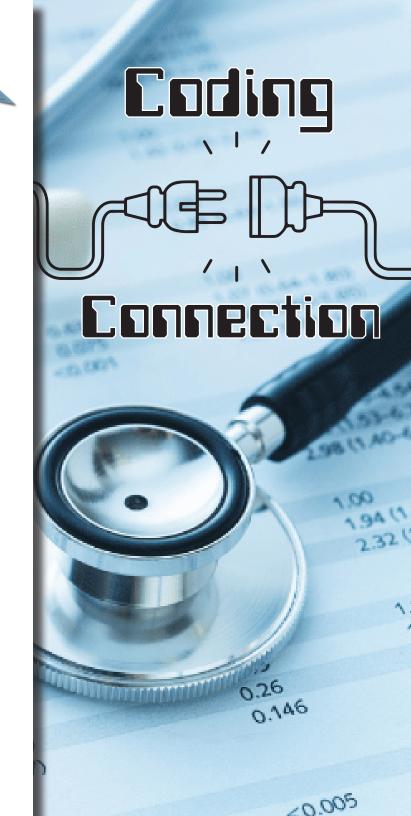
Encounterable vs Historical Visits

We are seeing an increase in encounters that are administrative in nature. Below are examples of what an "Encounterable Visit" or "Historical Note" are. If you have questions, please reach out.

Encounterable Visits	Non-Encounterable / Historical Note
Office Visit	Receiving Outside Records
Telephone call with Medical Decision Making	Leaving a Voicemail
(MDM)	
Procedures, Infusions, Chemotherapy	Rescheduling an Appointment
Interpretating a Study	Any Admin Note: NO Patient Care
VVC Visit	Refilling a supply order or Rx Refill

If you have questions, please feel free to reach out to: Michelle Gauron, CPC, CPA – Coding Supervisor Michelle.Gauron@va.gov, Teams, or ext. 4484

> Brooke Horlocher, CPC - Coding Auditor Brooke.Horlocher@va.gov, Teams, or ext. 4435





The Boise VAMC would like to welcome our new employees who came aboard:

Tacy McCoy
Eri Maier
Natalie Cortes
Laura Kasallis
Cheryl Cuthbert
Angela Hartle
Cynthia Trudeau-Shaner
Natalie Vogel
Kiley Wilson
Christin Doyle
Dionne Ellsworth
JaceeRaye Lyon
Jodi Broyles

Caleb Jackson

Kaci Kyle
Makayla Ireland
Andrea Watlington
Heidi Nichols
Trinity Plaza
Deborah DeSouza
Brenda Christiancy
Brianna Freeman
Andreah Hainsworth
John Matthews
Ellen Woodson
Gregory Paulson
Jesse McCloud



The Boise VAMC would like to welcome our new employees who said goodbye:

Jacob Porter

Mandy Lane

Wilson Ilgenfritz

Tiffany Nelson

Carlos Ramos

Kevin Manning

Breanna Epps

Ciara Dutton

Thomas Ladue

Thomas Jakush

Erida Longoria

LaTunya Richardson

Amelia Henggeler

April Harris

Stephanie Benjamin

Brenda Christiancy

Brett Hallstrom

Richard Jackson

John Matthews

Amber Bulcher

Andrew Huber

Fletcher Harris

Julie Rekiere

Addison Wooldridge

George Pearman

Robert Bradley

DON'T BREAK IN TO SHRED BINS!

If you place an item in the shred bin and need to retrieve it please do not try to open these bins yourself. It has come to our attention staff is trying to open these on their own. There are bins that have evidence of tampering where staff have tried to open them. If you need to retrieve an item, please call housekeeping as they are the only ones with a key.



STAY ALERT! PROTECT YOURSELF FROM COVID-19 VACCINATION CARD SCAMS.

KEY FACTS:

- Creating, using and selling counterfeit COVID-19 vaccination cards is illegal.
- Forging a vaccination card carries a penalty of up to five years in prison.
- Vaccination cards can be easily faked, but the information they contain can be verified.
- A Valid proof of a COVID-19 vaccination can only be provided to individuals by legitimate vaccine providers.

SEE SOMETHING. SAY SOMETHING.

General instances of non-compliance, including potential fraud, waste and abuse:

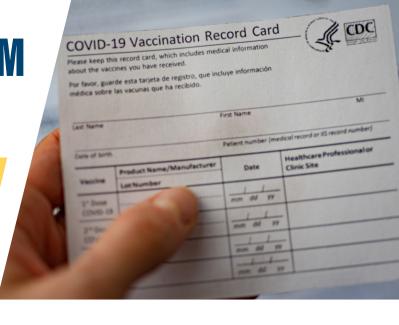
Office of Integrity and Compliance Helpline

24 hours a day, 7 days a week

Phone: (866) 842-4357 (VHA-HELP)

Email: VHAOICHelpline@va.gov

Criminal activity: VA Office of Inspector General: VA OIG Hotline https://www.va.gov/oig/hotline/ or (800) 488-8244



DO NOT...

Buy fake vaccination cards or make your own.

Fill-in blank vaccination cards with false information.

Provide personal, medical, or financial details to anyone in exchange for vaccine information. Only obtain vaccinations from trusted providers.

Share photos of COVID-19 vaccination cards on social media—this puts you at risk for identify theft.









Do You:



- √ Have a desire to **'give back'** to Veterans?
- \checkmark Have **caregiving** experience (formal or informal)?
- $\sqrt{\text{Feel satisfaction caring for others?}}$
- $\sqrt{\text{Have an extra room in your home and your heart ?}}$

If you answered 'yes,' you may want to consider becoming a:

VA Medical Foster Home

What is a Medical Foster Home?

A Medical Foster Home Caregiver provides a safe, supportive, long-term care option for Veterans in a comfortable home environment.

MFH's are an alternative to long term care and may be an option for Veterans who are no longer able to live alone, or don't have a caregiver.

Are Caregivers Paid?

Yes. The Veteran pays for room board and care.

What Do Caregivers Provide?

- · Personalized, comfortable room
- Home cooked, nutritious meals
- · Laundry
- Transportation
- Medication management
- 24-hour care and support
- Personal care

For more information, please call the Boise VA Medical Foster Home Coordinator: Cindy Bahora (208)780-6253

VA Medical Foster Homes—Where Heroes Meet Angels



VOLUNTEER SPOTLIGHT

Thomas Buxton

I am not a Veteran. I was born in Boise, Idaho to a 5th generation Idahoan father and a French mother. I moved around a lot including Illinois and France, until I returned to Boise almost 7 years ago where I graduated from Timberline High School. As of now, I am attending the University of Idaho in Moscow and enrolled in the AFROTC program, projecting to commission in the Air Force in less than 4 years. I plan to attend medical school and join the Medical Corps in the Air Force, specifically shooting for the position of Flight Surgeon.

I volunteer at the VA because I enjoy helping and giving back to Veterans. It also allows me to gain experience working around patients as I prepare for medical school. I also happen to be a big history buff, and I love being able to hear the stories from the service of Veterans, anywhere from Desert Storm to WWII. Lastly, I have been volunteering at the VA for about 2 years.



The Women Veterans Program Manager and Women's Health Clinical Coordinators (WHCC) have streamlined the process to order breast prosthetics for all women veterans who have had a mastectomy or lumpectomy.

If you identify any women veterans that either have never received breast prosthetics or needs replacement breast prosthetics, please allow the WHCC the opportunity to place the order for your signature. The Women's Health Team has had education and fully understands the VA authorized prosthetics items and has a template in CPRS to quickly and efficiently order the appropriate prosthetics.



The WHCC have collaborated with the Prosthetics Department and all are in agreement with this streamlined process. The WHCC will contact the veteran and review the authorized items and together the WHCC and veteran will choose the most appropriate authorized items.

The WHCC will then place the order and the process continues through the Prosthetics Department and on to the vendor. The benefits of utilizing this process is that the WHCC can track all women veterans who require prosthetics, can ensure that women veterans receive all of the VA authorized prosthetics that benefit them, and the WVPM can track how many women veterans in BVAMC are receiving breast prosthetics.

Sharon M Cardona, MSN, RN Women Veteran's Program Manager (w) 208-422-1000 ext 7442 (w cell) 208-473-1632

Falls Prevention as it Relates to Wearing a Mask

A Message From Falls Prevention Committee and Blind Rehab

We've had several patient-falls at the Boise VAMC where a face mask may have contributed to the fall by obstructing the lower visual field.

1. Wearing a face mask obstructs lower visual field.

It is oftentimes impossible to see the ground on which you're about to step while wearing a face mask or covering.

Research indicates we should tell our patients:

- Fit any mask as close to the nose as possible (bend the metal piece)
- Fit any mask lower on the bridge of the nose rather than up near the eyes.
- Look ahead for obstacles down low.
- Plan your walking path around obstacles and to locate stairs and curbs.
- Reach forward to locate hand railing before your feet get to the stairs.
- Do NOT lower your chin to look for obstacles because that alters the inner ear sense of balance and it changes how we see visual landmarks

we use for balance.

- 2. Wearing a face mask also sometimes...fogs glasses making it hard to see overall, tilts glasses which may cause double vision or causes a person to take off their needed glasses to avoid the fog and tilt.
- 3. Encourage your patients to use whatever mobility device they have been issued

Such as: support cane, long cane, crutches, walker, rollator...

Thank you,
Becky Syltie MSN, RN
2P/Acute Psychiatric Unit Nurse Manager
Transformation and Recovery Center (TRC) Nurse Manager
Boise VA Medical Center
(208) 422-1000 Ext 4320

On behalf of the Recreational Therapy program and the Boise VA, we would like to congratulate all veterans participating in the 2021 National Veterans Creative Arts Festival (NVCAF).

We had 10 veterans submit artwork that included paintings, pottery, sculptures, models, leather and music. Of these 10 artists two veterans were recognized as top finishers.

We would like to congratulate Denis Chericone who placed first in the music division and Alex Bormann who placed second in the sculpting division. All the art submissions were outstanding. The NVCAF has thousands of entries each year and it is extremely competitive. We would like to recognize all our veteran artists and their efforts to participate in this unique opportunity.



Above: Dennis Chericone playing his piano at home

We would like to highlight that Denis Chericone has been invited to attend the 41st NVCAF. At this time an outdoor performance is being planned. Denis was selected by the NVCAF committee to perform his piano piece, not all winners were selected. The festival will be held April 20th to 25th in St. Petersburg, Florida. (Covid19 permitting).

As Recreational Therapy continues to grow at the Boise VA, we will be offering a local art competition with winning artwork to be submitted to the 2022 NVCAF. We will be sending out information within the next few months.

Thank you again for participating in the 2021 NVCAF and for your continued support of creative arts and our veterans.

Kelly Odell, MS; Christine Walsh, CTRS; & Ann Wildman, CTRS.

Employee Threat Assessment Team (ETAT)

WVPP Overview

The WVPP promotes a culture of safety and the use of evidence-based, data-driven processes for assessing, mitigating, and managing human behaviors that compromise the safety and effectiveness of VHA health care workplaces.

Promoting patient and employee safety involves reporting events using the Disruptive Behavior Reporting System and using processes for behavioral threat multidisciplinary team review.

WVPP Consultation

VHA Workplace Violence Prevention Program Consultation Team

WVPPConsultation@va.gov

U.S. Health Care Workplace Violence

Health care workers face significant risks of violence on the job.





While under 20% of all workplace injuries happen to health care workers ... Health care workers suffer 50% of all assaults.

Relevant Legislation, Regulatory Requirements, and Standards

- Public Law 112-154, section 106, "Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012"
- 38 Code of Federal Regulation, section 17.107, "VA Response to Disruptive Behavior of Patients"
- Occupational Safety and Health Act, section 5(a)(1) (aka "General Duty Clause")
- The Joint Commission's Environment of Care and Leadership Standards

For More Information

https://dvagov.sharepoint.com/sites/ VHAWVPP/SitePages/Home.aspx

https://dvagov.sharepoint.com/sites/ VHAPMDB/default.aspx

What VHA Employees Need To Know

The ETAT exists to promote a safe and violence-free workplace. Employees should always report behaviors that cause concerns for safety.

Disruptive Behavior Can Take Many Forms

- Physical Assault
- Verbal Abuse
- · Sexual/Racial Harassment
- · Direct/Indirect/Implied Threats
- · Possession or Brandishing of Weapons
- · Inappropriate Electronic/Written/Printed Communication

DBRS Makes Reporting Easy

- The Disruptive Behavior Reporting System (DBRS) allows employees to report from any computer station in less than 10 minutes. Employees have the option to report anonymously.
- To access DBRS, log on to a VA computer and click on the DBRS logo on your desktop, or link on your intranet homepage. You can also use this link: https://cfm.vssc.med.va.gov/dbr/main.cfm
- · The ETAT will be automatically notified of your DBRS report.

More About the ETAT

The ETAT is a team of trained behavioral threat assessors working together to promote workplace safety. After receiving your DBRS report, the ETAT will:

- · Determine whether the reported behavior poses a safety threat.
- Recommend ways for the Medical Center Director (MCD) to manage situations that the ETAT determines pose a safety threat.
- Facilitate communication about reported behavioral safety concerns so that leaders and staff in every workplace have the information needed to stay safe.
- Address any concerns related to disruptive behavior by an employee and/or his/her intimate partner or family member, VHA volunteer, VHA health professions trainee, or vendor.

Using the Disruptive Behavior Reporting System (DBRS)

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For More Information

https://dvagov.sharepoint.com/sites/ VHAWVPP/SitePages/Home.aspx_

https://dvagov.sharepoint.com/sites/ VHAPMDB/default.aspx

Everyone's Safety is Everyone's Responsibility.

What VHA Employees Need To Know

- · Always report behaviors that cause a safety concern.
- When in doubt, please make a report. VHA's culture of safety matters, and your voice counts!

Disruptive Behavior Can Take Many Forms

- · Physical assault
- Verbal abuse
- Sexual/racial harassment
- · Direct/indirect/implied threats
- Possession or brandishing of weapons
- Inappropriate electronic/verbal/printed communication

How Do I Learn More About Making a Report?

 A recorded video training is available in the Talent Management System (TMS):

https://myees.lrn.va.gov/Watch/Video%20Center.aspx?vid=5084374367001

What Happens to My DBRS Report?

- You will receive an email confirming that your DBRS report has been received (except in cases of anonymous reports).
- DBRS reports are directed to the appropriate multidisciplinary threat assessment team at the facility for review, assessment, and individualized safety recommendations.

Remember, the DBRS makes reporting easy and fast. To report:

- · Log on to a VA computer.
- Click on the DBRS logo on your desktop or the link on the intranet homepage, or use this link:



https://cfm.vssc.med.va.gov/dbr/main.cfm

· Report disruptive behaviors and safety concerns.

Employees may make DBRS reports anytime, from any computer station, in fewer than 10 minutes.

Employees may make anonymous DBRS reports.





We are partners in your health care. "I am an uncle, a t-ball coach, a student, a Veteran, and a Cook in the canteen. I will work to know you better, and I want us to see each other as individuals worthy of respect."

Disruptive Behavior Committee (DBC)

WVPP Overview

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- The Joint Commission's Environment of Care and Leadership Standards

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https://dvagov.sharepoint.com/sites/ VHAWVPP/SitePages/Home.aspx

https://dvagov.sharepoint.com/sites/ VHAPMDB/default.aspx

What Employees Need To Know

- Patient-generated disruptive behaviors and safety threats should always be reported.
- Using the Disruptive Behavior Reporting System (DBRS) brings behaviors causing a safety concern directly to the attention of the DBC
- Employees may make anonymous reports to the DBC by using the DBRS
- VHA cannot ban patients from health care over behavioral concerns.
- Report any concerns related to disruptive behavior of patients, their intimate partners and family members, or their visitors.
- When weapons are involved or there is an imminent threat of violence, contact VA Police.

What Is the DBC?

The DBC works to keep everyone safe. After you report a behavioral safety concern, the DBC team will:

- Determine whether the behavior poses a safety threat.
- Recommend interventions to reduce the safety threat while allowing health care to continue.
- Communicate the information necessary for health care teams to provide excellent health care in a manner that is safe for patients, staff members, and visitors.

Disruptive Behavior Takes Many Forms

- · Physical assault
- Verbal abuse
- · Sexual/racial harassment
- · Direct/indirect/implied threats
- · Possession or brandishing of weapons
- Inappropriate electronic/written/printed communication, including via social media, telephone, and secure messaging

The DBRS Makes Reporting Easy

 The Disruptive Behavior Reporting System (DBRS) allows employees to report from any computer station in less than 10 minutes. Employees have the option to report anonymously.



 To access the DBRS, log on to a VA computer and click the DBRS logo on your desktop or the link on your intranet homepage. You may also use this link: https://cfm.vssc.med.va.gov/dbr/main.cfm





Boise VA Employee Healthy Teaching Kitchen

Wednesday February 9th 12 - 12:30 p.m. MT

Want to learn more about healthy cooking choices to stay well in times of stress?

We got you covered. Join us for this fun class for Boise VA employees to watch and/or cook-along with us.

This class will be led by our Dietitian Team,
Madison Keller and Colleen Dibble.

Check out our <u>Employee Wellness SharePoint</u> for wellness tips, HTK recipes and information on upcoming HTK classes.

Click here to join the February 9th Teams call and here for the HTK recipes: Crustless Leftover Quiche