

The
BOISE



September 2022

FRONT

The official newsletter of the Boise VA Medical Center

**OCTOBER IS
DOMESTIC VIOLENCE
AWARENESS MONTH**

**BUILDING RELATIONSHIP
HEALTH AND SAFETY FOR LIFE**

IPVAP

**INTIMATE PARTNER VIOLENCE
ASSISTANCE PROGRAM**

October

DOMESTIC VIOLENCE AWARENESS MONTH

WEAR PURPLE DAY

OCTOBER 20, 2022

WEAR PURPLE ON THURSDAY
TO HELP SHOW SUPPORT IN
STOPPING DOMESTIC VIOLENCE.



Wear purple to raise awareness about domestic violence and show your support for those who are experiencing or have experienced violence.

For more information contact:
Keri Barbero, LCSW 208-570-2625
All Employee Picture 12:00 pm at the Women's Clinic



VA



U.S. Department
of Veterans Affairs

Contact Your VA Coordinator

Intimate Partner Violence Assistance Program

www.socialwork.va.gov/IPV/Coordinators.asp

The National Domestic Violence

HOTLINE

1.800.799.SAFE (7233) • 1.800.787.3224 (TTY)

WEAR PURPLE ON OCT. 20TH
TO SHOW YOUR SUPPORT

OCTOBER IS DOMESTIC VIOLENCE AWARENESS MONTH

IPVAP
INTIMATE PARTNER VIOLENCE
ASSISTANCE PROGRAM

VISN 20 Intimate Partner Violence Assistance Program Presents

Domestic Violence Awareness Month (DVAM) 2022 Virtual Education Summit

10/12/22
9AM—3PM PST

Please Register in TMS Class ID: 4633780

Presentations Include:

Creating & Maintaining a Proactive Culture

Lelia Jackson, FAC-P/PM

Increasing Our Effectiveness with Veterans of Color Impacted by IPV

Josephine Ridley, PhD

**Strength at Home: A Trauma-Informed, Evidence Based IPV
Intervention**

Casey Taft, PhD

Intimate Partner Violence—A Law Enforcement Perspective

Sherri Cameron, Domestic Violence Detective

4.5 Continuing Education Credits available for VA Staff:

ACCME, ACCME-NP, ANCC, ASWB, APA, ADA

VA



U.S. Department of Veterans Affairs
Veterans Health Administration

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VA MEDICAL CENTER

HARASSMENT **HAS NO PLACE AT VA**

**TAKE THE PLEDGE TO STOP
HARASSMENT ON OCTOBER 24 - 28
OUTSIDE THE CANTEEN.**

Within These Walls She Is Respected and Honored

For help or to report: 1.855.829.6636 (1.855.VA.WOMEN)

VA



U.S. Department
of Veterans Affairs

Coding Connection

Nursing Tips and FYIs & Inpatient Documentation Tips

Outpatient:

Telephone Visits –

- Telephone codes should be used if a patient is being screened before a procedure or if you are addressing a medical issue with the patient. **(This doesn't include things like taking a message about the patient needing a rx refill or confirming an appointment/service. These scenarios should still be documented but marked as historical, so the note is in the patient's chart if needed.)**
- You **MUST** document how much time was spent on the phone with the patient to support this coding.

CPT Code	Minutes
98966	5-10 Minutes
98967	11-20 Minutes
98968	21-30 Minutes

Nurse Level Visit -

- 99211 – Nursing level in-person visit

Commonly used for:

- Pre/Post procedure observation
- Wound checks
- Suture Removal

This code is truly for a nurse visit only. The moment a provider assumes care during the visit it is no longer a nursing visit and turns into a provider visit.

You would still document all your findings for a full and complete chart and the provider will add their own documentation and coding.

If a patient presents to get an injection, immunization, etc. only, use code for procedure and NOT 99211.

Inpatient:

Alcohol Use/Alcohol Use Disorder (AUD)

DSM-5 uses the terms mild, moderate, and severe to classify the substance abuse disorder.

Severity is determined by the number of diagnostic criteria applicable to each patient:

Mild AUD/Alcohol Abuse= 2-3 criteria

Moderate AUD/Alcohol Dependence= 4-5 criteria

Severe AUD/Alcohol Dependence = 6 or more criteria

Withdrawal/Intoxication must also be stated to capture.

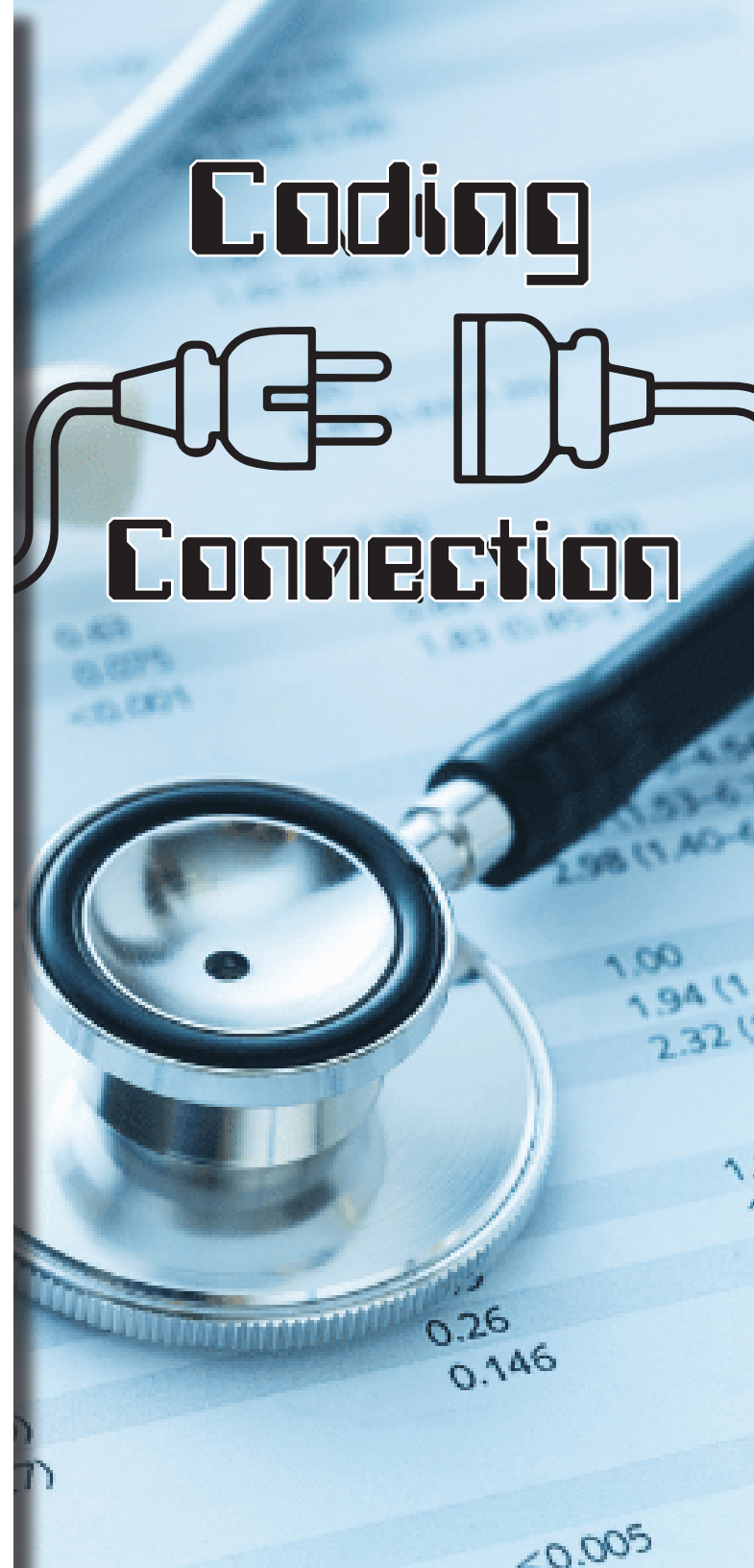
****Alcohol use (unspecified) or AUD (unspecified) is coded to Z7289 Other problems related to lifestyle. Please document to the severity of the Alcohol Use/Alcohol Use Disorder.****

Your documentation should reflect the severity of illness and risk of mortality of the patient.

Please don't hesitate to contact us if you have any questions about these coding topics!

Brooke Horlocher, CPC
MRT-Coding Auditor (Outpatient)
brooke.horlocher@va.gov
208-422-1000 X4435

Shasta Balke, LPN/RHIT/CCA
MRT-CDIS (Inpatient)
shasta.balke@va.gov
208-422-1000 X7003





FOR EXTRAORDINARY NURSES

**HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES**

We are pleased to announce we will have our 2022 Daisy Award Ceremony on October 17th at 07:00 on the Step Down Unit to honor one of their nurses and recognize them for their exceptional patient care. We will set up just outside the nurses station and I anticipate the ceremony to take approximately 10-15 minutes.

Please feel free to call me with questions.

Thank you,
Angela Nakashima X1128
208-863-1660 or arnakawill@gmail.com

AMERICA LOVES PAS



PAweek!
October 6-12

American Academy of Physician Assistants
aapa.org/paweeek

AUGUST GOOD CATCH AWARD

Michelle was feeding breakfast to a patient, and she happened to notice what appeared to be a new slight left-sided facial droop. She immediately notified the veteran's nurse, and a rapid response was called. As a result, the veteran was transferred to the Step-Down Unit and imaging performed indicated that he had indeed experienced a stroke. Michelle's ability to identify that something just wasn't right with this Veteran expedited the care and treatment he received, contributing to a potentially better outcome. We often don't realize what an integral part our CNA's play in the care of our Veterans. Their ability to recognize even the slightest changes in condition make them an invaluable participant in the patient care team. We are extremely proud of Michelle's ability to think and act quickly. She continually sets the bar high and is a great example of someone who is dedicated to the safe care of our Veterans. This unit is excited to be rolling out education on stroke symptoms for all staff, including CNAs. By including our CNAs in this education, we are creating ways to keep our veterans safe by being diligent and mindful of changes in their condition, thereby elevating the quality of care they receive on our unit.

You demonstrated a commitment to ensuring patient safety and had the courage to speak up regarding a potential for future risk. In a Highly Reliable Organization having staff preoccupied with failure and willing to speak up when concerned is vital. Thank you for putting the safety of our Veterans first. Recognizing and reporting near misses and close calls is crucial in helping us to identify and repair system weaknesses. Thank you again for your commitment to patient safety!



SHOUT OUT TO DR. CARRASCO!

August 31, 2022 was International Overdose Awareness Day.

To commemorate International Overdose Awareness Day, the Idaho Department of Health and Welfare will hosted an event at the Idaho Capitol Building steps at 10am MDT.

Governor Little kicked off the event with a proclamation signing ceremony declaring August 31, 2022 as Overdose Awareness Day.

The event also featured speakers from state agencies and community members affected by overdose. The speakers will shared their experiences and stories, ranging from the overdose epidemic in Idaho and the spectrum of substance use, community resources, and personal experiences with overdose.

Speakers included Amy McKenzie, Therapist Team Coordinator at Trivium Life Services and Dr. Alicia Carrasco from the Boise VA.



A collage of emergency preparedness supplies including a flashlight, a first aid kit, a radio, and a map.

**SEPTEMBER
IS NATIONAL
PREPAREDNESS
MONTH**
LEARN MORE BY
CLICKING [HERE](#)

BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

THEME OF THE MONTH

Learn, Inquire and Improve

September 2022 | National Safety Poster

When the Alarm Fails to Sound

C

CONTEXT

An LPN and Nursing Assistant at Serenity House, a community living center at the Martinsburg VAMC, noticed that a Veteran resident with dementia had exited the facility. He was wearing a WanderGuard bracelet, which should have triggered an alarm when departing. However, the alarm did not sound.

A

ACTION

As the LPN and Nursing Assistant redirected the Veteran back to safety, they discovered the bracelet battery was dead. Committed to Learn, Inquire and Improve, they alerted the Serenity House leadership team about the situation to discuss how they could make improvements. The team then worked with Patient Safety and Biomedical Engineering to develop mitigation strategies.

R

RESULTS

As an immediate process improvement, the facility added WanderGuard bracelets to the Environment of Care rounds checklist. Nursing staff members now check the devices daily for proper functionality. Additionally, the team requested to add a monitor screen to the WanderGuard system to alert staff when a bracelet battery is no longer functioning. This has led to better and safer care for Veterans.



*Amy Davis, BSN, RN
Serenity House
Nurse Manager*



*James T. McDaniel, DNP, MSN,
MEDSURG-BC, CHPN, NEA-BC
Chief Nurse G/LTC*

“Staff members employed the HRO Value of Learn, Inquire and Improve to provide better and safer care for Veterans.”

*Amy Davis, BSN, RN
Serenity House Nurse Manager
Martinsburg VA Medical Center
Martinsburg, West Virginia*

VA



U.S. Department
of Veterans Affairs

For more information, visit: http://bit.ly/HighReliability_sp

VHA'S JOURNEY TO
**HIGH
RELIABILITY**

Your Care is Our Mission.

Compliance Corner – Where to go for Advice About Ethical Decisions

Debbie Reinhart, Integrity and Compliance Officer



You may have seen the email regarding [Ethical Service](#) released this month from Secretary McDonough. In the message the Secretary discusses the support systems available to assist employees when they have ethical questions. I wanted to provide local contacts to keep in mind if you have a question related to ethics.

First some background, in VA, we use “ethics” to encompass several concepts and responsible programs. The National Center for Ethics in Health Care breaks down “ethics” into four main lanes, and they are each essential elements of an ethical organization:

- Healthcare Ethics
- Compliance / Business / Corporate Ethics
- Government Ethics
- Patient Privacy

Healthcare Ethics: Healthcare ethicists consider what is right or what should be done in the face of uncertainty or conflict about values. Healthcare ethics involves making reflective judgments about the optimal decision or action among ethically justifiable options. At the Boise VA the Ethics Consultation Service can answer questions related to healthcare ethics. Examples of the topics they cover include shared healthcare decision-making, ethical practices at the end of life, and professionalism in patient care. To request a consultation email boiethicsconsult@va.gov.

Compliance / Business / Corporate Ethics: In general, issues dealing with waste, fraud, and abuse are handled by the Integrity and Compliance Officer. As the Boise Integrity and Compliance Officer I can assist with questions or issues related to business and administrative operations, patient registration, medical record documentation, and billing. My number is 422-1267 or email Deborah.reinhart@va.gov any suspected unlawful activity should be reported to VA police or to the [Office of Inspector General](#).

Government Ethics: Government Ethics considers what is legal regarding issues such as: conflicts of interest, gifts, use of government resources, outside-employment, and legislation such as the Hatch Act. At the Boise VAMC I am the Designated Ethics Advisor and can be reached at 422-1267 or email Deborah.reinhart@va.gov or you can direct questions to [Office of General Counsel - Ethics](#).

Patient Privacy: The VHA Privacy Program establishes the requirements and procedures relating to Federal privacy and confidentiality statutes and regulations including: the Freedom of Information Act (FOIA), release of information, standards for protected health information, and privacy compliance monitoring. For questions related to Privacy the Boise Privacy/FOIA Officer is Gina Thruston. She can be reached at 422-1031 or email boiprivacyofficers@va.gov or for FOIA questions foiaboise@va.gov.

As Secretary McDonough stated in his message if you find yourself in a situation where you don't know whether there is an ethical problem, please consult your supervisor and/or one of the resources listed. It is always better to seek advice before acting rather than after. Please do not hesitate to reach out to me for any questions.

COMPLIANCE CORNER





NATIONAL PRESCRIPTION DRUG TAKE BACK DAY IS OCTOBER 28, 2022.

Bring your unwanted or unused medications to Bldg. 85A at the Boise VA during this day or any day it is convenient for you to safely dispose of medications you no longer need.

The Boise VA has a medication drop off box near the Information Desk where you can drop off unwanted medications anytime.

Safely disposing unwanted medications ensures they do not end up in the wrong hands, add toxic exposure to our environment, or are accidentally taken by mistake.



VA | Boise VA
Medical Center





I CARE: Integrity, Commitment, Advocacy, Respect and Excellence

The Boise VAMC has been coordinating and participating in many of the September Suicide Prevention Month activities. Below will highlight some of the featured activities within the community and Boise VA Medical Center.

Chalk the Walk Boise (9/12)

The Boise VAMC had an information table at the Plaza and City Hall on 9/12. The event was called Chalk the Walk Boise and it was aimed as an outreach to spread positive messages of hope and crisis resources for passers by to see and partake in. Service members, veterans, and families who visited the Boise City Hall picked up swag and were educated regarding behavioral health services, enrollment, access to care, benefits, and other services available.

VA SAVE Training (weekly)

The Boise VAMC Suicide Prevention team has been coordinating VA SAVE trainings at various departments during the month and beyond. Veterans of the Transformation and Recovery Center and the Compensated Work Therapy have received VA SAVE gatekeeper training to date.

Firearm Access and Police Reporting Training (9/21)

Please join the Boise VA Suicide Prevention Program in attending a training session for Boise VA staff on the important topic of firearm access and police reporting. You'll have an opportunity to learn and ask questions about firearm laws, access and reporting in Idaho.

Wednesday, September 21st 1:00 pm – 2:30 pm MST Microsoft Teams meeting; meeting ID: 231 180 801 081

Passcode: NUKoeG; Or call in (audio only) +1 872-701-0185,,472642526#

Out of the Darkness walk (10/8)

The Out of the Darkness Community Walk is a journey of remembrance, hope, and support. It unites our communities and provides an opportunity to acknowledge the ways in which suicide and mental health conditions have affected our lives and the lives of those we love and care about. The Boise VAMC will be represented during this year's event. We have a team of 16 individuals ready to walk.



VOLUNTEER SPOTLIGHT



Mary Crane

I am not a veteran.

Jack, my husband was in the army, he passed away in February of 2021. We have two daughters and one son-in-law. I was born and raised in central Minnesota. I was a practical nurse there for 5 years and spent one summer as camp nurse on Vashon island for a CampFire camp. I moved to Idaho and met Jack, married in 1972 and continued to work in nursing, in Colorado

and then 7 months in Texas as Jack went to school. We went back to Colorado and worked in nursing until the girls were born. We moved to Ellensburg Washington for more schooling for Jack. We moved again but to Iowa where I started working as a pharmacy technician when Heidi, the youngest, went to kindergarten. I continued to work as a pharmacy technician until I retired in 2009. I love baking and enjoy sharing my

baking. I also like the flowers I have planted and enjoy sharing them also.

I volunteered my first years at VA. Jack had me help with special projects, carnival, hospice dinners, Christmas and Thanksgiving dinners, the Tee tournament in Iowa City. I started with that 10 years ago and after 3 years I started to permanently volunteer each Wednesday and have been doing it for 7 years now.

Wednesday is the day I most look forward to each week, it is such a pleasure to help the veterans as a way to give thanks for what they did.

EMPLOYEES OF THE MONTH **AUGUST**



Laura Perry

Laura is committed to the VA mission and her role within the VA system. Laura throughout the years has taken on a variety of roles, voluntarily and assigned without hesitancy. She is able to look beyond, seeing the bigger picture, laying out the pathway in multiple directions; working with many disciplines. With any new challenge, she works to understand the process and implement it with quality, focused on work improvement for employee, veteran and service. Laura is not afraid to speak up for the right reasons; she has a dedicated work ethic with high professional standards. She adheres to the pathway set before by her leaders; following policy and procedure. Many times she has been challenged by peers, stands her grounds, but is willing to take the backseat, admit she might be wrong and work to move in a new direction. She is a force to be reckoned with!



Help Stop Genetic Testing Scams

The VA Office of Inspector General asks you to report potential scams involving genetic tests not ordered by VA clinicians or medically necessary.



VA clinicians should report

- unsolicited faxes or calls from labs to certify genetic tests that were not ordered by the veterans' VA or community providers,
- threats of legal action or pressure to sign lab orders on behalf of veterans, and
- lab information or a specialist's notes purportedly sent on behalf of patients.

Veterans should report

- offers of free or low-cost genetic testing from solicitors claiming VA affiliation;
- genetic or other test kits by mail not prescribed by an assigned VA physician;
- requests for personal, medical, and financial information for testing;
- explanation of benefits letters indicating VA was billed for testing not received; and
- offers of incentives or kickbacks for participating in genetic testing or convincing their VA or community providers to authorize it.

Bottom Line: Veterans' genetic testing should result from a finding of need by their physicians.



- ✓ [Click here](#) to view a prior fraud alert on genetic testing scams affecting Medicare and its beneficiaries.



**BE A
VOICE FOR
VETERANS
REPORT WRONGDOING**

SUBMIT A COMPLAINT

www.va.gov/oig/hotline

800.488.8244

VA Inspector General Hotline (53H)
810 Vermont Ave, NW
Washington, DC 20420

SCAN HERE FOR VA OIG HOTLINE





PROTECT YOUR HEALTH

GET YOUR FLU SHOT

Get your flu shot from your Primary Care Team or at any one of the flu shot clinics below:

Boise VA Main Campus/Bldg. 85A

Sep. 12 - Sep. 23 (Mon - Fri) Walk-in Clinic
8am to 3pm

Caldwell CBOC

Oct. 3 -14 (Mon - Fri) *Closed Columbus Day
Drive-thru Clinic
8am to 3pm

Twin Falls CBOC

Oct. 3-4 Drive-thru Clinic
8:30am to 3:30pm

Salmon Outpatient Clinic

Sep. 28 & Oct. 5 Walk-in Clinic
1pm to 4pm

Mtn. Home Outpatient Clinic

Oct. 7 Drive-thru Clinic
9am to 3:30pm

Eastern Oregon Outpatient Clinic

Sep. 12, Sep. 26 & Oct. 17 Walk-in Clinic
9am to 3:30pm

John Day Elks Lodge

Oct. 12 Walk-in Clinic
10am to 3pm

For more information on flu shots go to:
www.prevention.va.gov/flu

Tips for receiving your flu shot.

Bring your VA ID card and wear clothes that allow easy access to your shoulder.

VA offers adjuvanted flu vaccines for veterans who are 65 years and older.

You can also receive a flu shot from a contracted community provider.

Before receiving a flu shot from a community provider check your eligibility & locate a community provider by going to:
www.prevention.va.gov/flu

There is no co-pay for eligible Veterans.

You must bring your VA ID card.

If your community provider asks for co-payment, first call the Community Care National Contact Center at 877-881-7618.

QR Codes for referenced links:



Community provider info
and billing card.
*See Region 4-5, page 2



General info, eligibility
check, and community
provider locator



FREE TO ATTEND!

2022 VETERANS LEGAL CLINICS

**16 August
18 October
15 November**

Legal clinics are free & open to veterans and spouses.

Clinics are held from 2PM to 4PM at the Boise VA Medical Center, Bldg. 54. Located at 500 W. Fort Street, Boise, Idaho 83702.

Additional phone appointments with attorneys are available on a case-by-case basis.

Please contact Amanda Pentland, LCSW at (208) 422-1000 ext. 7099 for additional information.

**VA**

Boise VA
Medical Center

EMPLOYEES OF THE MONTH **AUGUST**



Elizabeth Larsen

Liz has played a large role in taking on extra duties for many months during the transition of several RN Care Managers. She took on the workload of multiple extra providers until positions could be backfilled, and has for several weeks been assisting in orientation for 2 RNs that are newly hired full time onto Orange Team. Liz shares knowledge freely with the new (and not so new) NCMs on the team and always makes herself available to answer questions and provide guidance on BVAMC programs and policies. Without her dedication to our Veteran's, patient families and her Teammates the Orange Team would not be able to provide the level of care our patients deserve.



I CARE: Integrity, Commitment, Advocacy, Respect and Excellence

The Boise VAMC celebrated our 10th year participating in Boise PRIDE. The Boise VAMC, along with The Vet Center and Regional Office, had an information table at the festival and participated in the PRIDE parade. Veterans and family members who visited the Boise VAMC booth picked up swag and were educated regarding LGBTQ+ inclusive services, enrollment, access to care, benefits, and services available.

Connect with a care coordinator



Susie Klepacki LCSW
LGBTQ+ Veteran Care Coordinator
Boise VAMC

Phone: [208-422-1000](tel:208-422-1000), ext. 7047 **Email:** susan.klepacki@va.gov

VETERANS WILL CLINIC



VA

Boise VA
Medical Center

Veterans and their spouses can get help with simple wills, living wills, general power of attorney, durable power of attorney for health care, and much more **FOR FREE!**

Thursday, October 27, 2022

9:00am – 4:00pm

Boise VA Medical Center
54 Education Bldg.
500 W. Fort St, Boise, ID 83702

To attend please register by calling Amanda Pentland
(208) 422-1000 x7099

247th MARINE CORPS BIRTHDAY BALL

**Sponsored by the
Marine Corps League**

NOVEMBER 5, 2022

**Boise Centre
850 W Front St
Boise, Idaho**



or contact

Dan Thornton at e7t@aol.com

(in the subject line please put, **MCL Ball Info)**



HAUNTED STORY CONTEST

THE BOISE VA IS OVER 150 YEARS OLD. SOME OF YOU HAVE EXPERIENCED STRANGE AND HAUNTING SITUATIONS. TIME TO SHARE YOUR SPOOKTACULAR STORIES WITH THE REST OF US FOR A LITTLE HALLOWEEN FUN! IF YOU HAVE A PERSONAL EXPERIENCE THAT WILL GIVE US CHILLS PLEASE EMAIL YOUR STORY TO JOSHUA.CALLIHAN@VA.GOV BY OCTOBER 25TH. REMEMBER, ONLY THE BEST STORIES WILL BE PUBLISHED AND NO FICTION - THEY MUST BE TRUE!