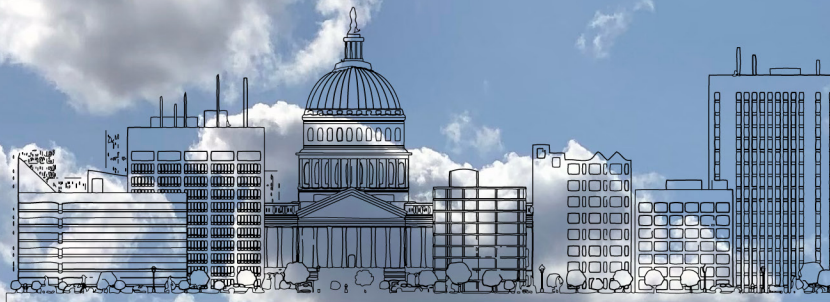


THE
BOISE



MARCH 2023

FRONT

The official newsletter of the Boise VA Medical Center



THANK YOU ALL FOR PARTICIPATING IN THE (FCC BOISE) FULL SCALE EXERCISE 'ULTIMATE CADUCEUS 23'. WITHOUT EACH OF YOU AND YOUR ORGANIZATION'S SUPPORT, THIS WOULD NOT HAVE BEEN A SUCCESSFUL EVENT. THE OUTBRIEF STAFF HAD NOTHING BUT GREAT THINGS TO SAY ABOUT OUR BOISE FCC TEAM.



JOIN US

FREE



BOISE VA MEDICAL CENTER

VETERAN APPRECIATION FAIR

JUNE 23, 2023 ★ 11A to 2P

**Boise VA Parade Grounds
500 W. Fort St. Boise, ID**

Event is free to attend and family friendly. Event will include: representatives of veterans organizations, dunk tank, live music, lawn games, BBQ food, prizes, and MORE!

*For questions, to volunteer, or to have a booth contact Tammy at
(208) 422-1175*



VA | Boise VA
Medical Center

Hello's



Goodbye's

**THE BOISE VAMC WOULD LIKE TO WELCOME OUR NEW
EMPLOYEES WHO CAME ABOARD IN MARCH 2023:**

Justin Blankenship - VAVS

Tiffany Blue - HAS

Caleb Celuch - Nursing

Kelly Goodman - Education

Gloria Caguin Grygiel - Lab

Casey Kirkbride - FMS

Joycelyn Le - Connected Care

Elizabeth Lukasik - Nursing

Natosha Morales - HAS

Nancy Oliver-Peters - HAS

Kyle Pua - Pharmacy

Alison Radcliffe - Mental Health

Stacylynn Randall - Primary Care

Alina Secrest - Connected Care

April Smith - Pharmacy

Gabriella Stahl - Nursing

Lysa Vu - Connected Care

Hello's



Goodbye's

THE BOISE VAMC WOULD LIKE TO SAY GOODBYE TO
THE EMPLOYEES WHO LEFT US IN MARCH 2023:

Carol Anderson - Lab
Matthew Charlton - Specialty Care
Andrea Gilman - Mental Health
Sebastian Lamneck - Nursing
Kyra Moore - Nursing
Rebecca Wimer - Surgery

VOLUNTEER SPOTLIGHT

Michael Marshall



I'm not a Veteran.

I was born in Long Beach California and raised on the beaches of Southern California. I went to school just a few miles from the ocean in Garden Grove where I lived with my mom, dad and a younger brother until I graduated from High School. After High School I started a traditional apprenticeship in the Graphic Arts field as a Lithographer. I worked for several large printers in their pre-press departments over my 21 year career. For most of those years I was able to work at night which enabled me to surf most every day. I stayed active in the surf community and even competed from time to time. I

lived the typical "surf" life style, had a place a couple blocks from the water in Huntington Beach and often traveled the world chasing surf.

In 1997 I met my wife Michele. We just celebrated our 25th wedding anniversary.

Shortly after getting married we moved from Huntington Beach to Half Moon Bay California. While in Half Moon Bay I started working in the surf industry as a manufacturer rep. In 2002 I started a distribution company to distribute some of the lines I represented and acquired part interest in a popular surfboard label.

In 2018 my wife and I moved to Boise. Living in Boise as a surfer isn't as hard as you might think. There are many attractions to keep me busy. Fishing, hunting, camping and mountain biking just to name a few. A couple of years ago I even picked up a motocross bike and started riding again. I think we moved to the right place.

Most of us in this country have had a blessed life. I most certainly have. I feel fortunate to have had a life filled with opportunity and privilege not found anywhere else in the world. Those opportunities and privileges are secured in great part by the sacrifices of men and women who serve. Volunteering

at the Boise VA is a way that I can give back to those who gave that to me. It's a way for me to show my appreciation.

I started out driving the campus shuttle in the afternoon a couple days a week and now drive the city van on Thursdays.

In the few years I've been here, 4 years later this year, I've met so many great people and a couple I call friend.

I often tell people I feel guilty because of how good volunteering makes me feel. It truly feels that sometimes I get more than I give.

It has been a rewarding experience to say the least.

Whole Health Updates

We hope to see you at an upcoming Whole Health event!



Employee Whole Health Healthy Teaching Kitchen Spring Series

Virtually on [Teams](#)



12:00 – 12:30 PM Mountain Time
4th Wednesday each month
Hosted by Madison Keller, RD

April 26: [Homestyle Hummus](#) and
[Veggie Wrap](#) — Seasonal Spotlight: [Asparagus](#)

May 24: [Berry Vanilla Overnight Oats](#)
Seasonal Spotlight: [Cherries](#)

June 28: [BBQ Chicken Sandwiches](#)
Seasonal Spotlight: TBA!

Recorded sessions and recipes are on the Boise VA
[Employee Whole Health SharePoint Site](#).
Want an Outlook invite? Contact [Jeanette Berry](#)

Whole Health Townhall



April 12th at 12:30 -1PM on [Teams](#)



Join us for a special Townhall event hosted by our local team and the VA Whole Health Field Implementation Team (FIT) during their visit to Boise VA. Learn about what is going on at Boise for Whole Health. We're here to answer your questions!

Micheal Parker, BSN, RN
Whole Health Program Manager

Townhall recording will be on the [Whole Health SharePoint](#)



Welcome To COMPLIANCE CORNER

Essential integrity and compliance information for VA Boise Health Care System.

Government Ethics Q&A

Outside Activities: Impartiality in Performing Official Duties

What do you think? What do you do?

Your neighbor asked you to assist him with writing a request for the Board of Veterans Appeals to decide his appeal faster. Based on his advanced age, you know it is possible for him to receive expedited review.

Answer

Using our positions to help out friends and family is problematic:

- The public expects a “level playing field”—no favoritism.
- Impartiality and maintaining fairness are so important that there are criminal laws that limit what we as federal employees can do for family and friends.
- Educating family and friends about restrictions may help with any pressures you feel.
- Knowing who to talk to and when is vital.
- Misuse of position is one of the most observable, reported and disciplined forms of misconduct.

Do you have a concern about a non-VA activity?

Reach out to your supervisor, the Integrity & Compliance Officer (designated OIC Ethics Advisor), or to an Office of General Council Ethics Official to help you navigate potential restrictions.

Have a question? If you identify a risk or have a compliance concern, **please don't hesitate to reach out to me**, Steve Waltari, Integrity & Compliance Officer at Steven.Waltari@va.gov. I am here to help, and your communications to me will be treated with confidentiality. If you would like to make a report anonymously, you may do so by calling the Compliance Helpline at 1-866-842-4357. Additional reporting channels can be found in the [Code of Integrity Section 7, Points of Contact](#). Whistleblower Protections allow that you as a VA employee may disclose a violation of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety without fear of retaliation.

COMPLIANCE CORNER



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BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

THEME OF THE MONTH

Reluctance to Simplify

March 2023 | National Safety Poster

Thorough Safety Investigation Saves Lives

C

CONTEXT

During an appointment at Keene VA Clinic, a Veteran abruptly left, complaining of a headache and citing the smell of propane. The Safety Management Office immediately called the fire department to check for a propane leak; firefighters identified a small leak and worked with the facility to repair it.

A

ACTION

Rather than settling for simple explanations when the odor was reported again, Anthony Ercole and Mike Buckman, members of the VAMC Safety Team, investigated further. They did not detect any explosive gas levels, but they did find moderate-to-high carbon monoxide (CO) levels, a life-threatening safety risk.

R

RESULTS

They discovered that a heating unit was pushing the CO into the building through the vents. The unit was immediately shut down until it could be repaired. Mr. Ercole and Mr. Buckman's Reluctance to Simplify and commitment to perform a thorough assessment—checking for more than just a propane leak—may have saved the lives of staff members and Veterans.



*Anthony Ercole
Occupation Safety
and Health Specialist*



*Mike Buckman
Occupation Safety
and Health Specialist*

“We were committed to getting to the root cause of the smell, which potentially saved lives.”

*Anthony Ercole
Occupation Safety and Health Specialist
White River Junction VA Medical Center
White River Junction, Vermont*

VA



U.S. Department
of Veterans Affairs

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

Internal VA Use Only

VHA'S JOURNEY TO
HIGH
RELIABILITY

Your Care is Our Mission.

EMPLOYEES OF THE MONTH FEBRUARY



**Robert "Eddy"
Allison**

Mr. Allison is the Administrative Officer for Nursing Service. He has been an excellent resource for managers across the Boise VA and truly exemplifies many of our core ICARE values.

Commitment and Integrity: Mr. Allison consistently goes above and beyond to provide service to those that work with him. If he does not know the answer, he will do the busy work to find the answer and clarify any concerns. This takes a lot of pressure off the manager, while ensuring the correct information is relayed in a timely manner. His competence in his duties as an administrative officer is obvious and he can always be trusted as a servant leader. In addition, Mr. Allison continues to grow his leadership skills and knowledge by participating in the LEAD Program and the AO Academy.

Respect: Mr. Allison is a pleasure to work with. When messaging those he works with via Teams communications, he always takes the time to say a "good morning" or "hello." His friendliness and great attitude shows his engagement in his work and commitment to his team.

Colleagues within Mr. Allison's workgroup have had these wonderful things to say about him:

"He passionately cares about Veterans, his employees, and all staff in the service."

"He has a "can-do" attitude and finds creative solutions to improve processes and outcomes across the service."

"He is truly amazing!"

We are extremely lucky and grateful to have someone like Mr. Allison on our nursing service team!



FREE TO ATTEND!

2023 VETERANS LEGAL CLINICS

17 January
21 February
21 March
18 April
16 May

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.

EMPLOYEES OF THE MONTH FEBRUARY



Robert "Tim" Nolan

My name is Jack Berry and I have been in Law Enforcement for 34 years. In those years I have worked with countless individuals, many who have been able to exhibit one or two of the above criteria (Integrity, Commitment, Advocacy, Respect, and Excellence) but over the last couple of years I have worked with one person who has continually represented and lived by all five! Police Officer Robert "Tim" Nolan is that person. Tim has put the needs of his fellow employees and his department before his own, from the very first day. He has worked countless hours/days of overtime to see that this department has ran efficiently and we employees were able to take time from work when it was necessary. Tim has volunteered many, many times over the last few years to do things like I described, even though he is a single father with children still living in his home. He is quite an amazing guy who everyone seems to love. He brightens all around him with his character and funny sense of humor. This same character shines through when he has interacted with veteran patients. It makes no difference whether the interaction was for positive or negative reasons (in police work, we never know what our contact will be for) in fact, his Character/demeanor has been quite effective in de escalating most situations. Tim is highly trained in many fields of law enforcement and spent years as a Homicide Detective. He never hesitates to share his knowledge and experience with anyone who might need it, even if it is simply a word of encouragement! Tim is truly a blessing both as a coworker and as an officer who properly represents law enforcement. One who handles his duties with great care and concern for the public in which he serves. He is the kind of officer the public can trust and respect, the kind all departments would want to represent law enforcement as a whole. Please consider Officer Nolan for employee of the month, he needs to know that he is an important part of this department and that he is appreciated.

HELP US FIGHT THE WAR ON VETERAN SUICIDE



RIDE FOR 22

SATURDAY, APRIL 15TH 2023

RIDE STARTS

FORD IDAHO CENTER IN NAMPA



RIDE ENDS

HIGH DESERT HARLEY-DAVIDSON

REGISTRATION 8- 10 AM | KSU 11 AM

LIVE MUSIC | FOOD TRUCKS | BAR | VENDORS | RAFFLES



APRIL IS SEXUAL ASSAULT AWARENESS MONTH



With the message “We believe you, and we believe in you,” the U.S. Department of Veterans Affairs (VA) is reaching out to survivors and their families, friends and supporters throughout Sexual Assault Awareness Month this April. “Military sexual trauma,” or MST, is the term VA uses to refer to sexual assault or sexual harassment that occurred during military

service. Healing after MST can take time; for some survivors, the experience affects their physical and mental health, work, relationships and everyday life, even many years later. And everyone can play an important role in helping MST survivors navigate their individual path toward healing, no matter how long it’s been since they experienced MST or how it’s affecting

them now.

MST affects more people than you may think. MST survivors of all ages, races, gender identities, sexual orientations and service branches have received compassionate care through VA and local facilities like [facility name]. There are more VA resources available for survivors of MST than ever before, including the Beyond MST app. In addition, [name of VA medical center] offers free counseling and treatment to Veterans and former service members for any mental or physical health condition related to their experience of MST.

Because everyone is unique, the Boise VA Medical Center offers flexible treatment options tailored to meet each MST survivor's needs and preferences. Eligibility for MST-related care is expansive, and no documentation of the MST experience is required. Survivors do not need to have reported the MST experience at the time it occurred, to have sought care within a certain time frame or to have applied for service connection to receive this care.

To learn about MST and how you can connect

survivors with services to help them heal, visit www.MentalHealth.va.gov/SAAM, where you'll find resources and materials you can explore and share with others. By learning more about this topic and spreading the word, you can help MST survivors move forward on their healing journey.

If you or someone you know experienced MST and is interested in learning more, contact your local VA medical center and ask to speak with the MST Coordinator, a professional who specializes in connecting survivors with the care and services that are right for them.

VA believes in MST survivors, and we believe your support and ours can help them heal.

In support of MST Month:

April 4th is wear teal day.

April 26th is wear denim day.



EMERGENCY PREPAREDNESS POINTER - MARCH 2023

Flooding: Snowmelt

Learn how flooding in Ada County can be influenced by snowmelt.

[Click here to learn more.](#)

www.adaprepares.id.gov

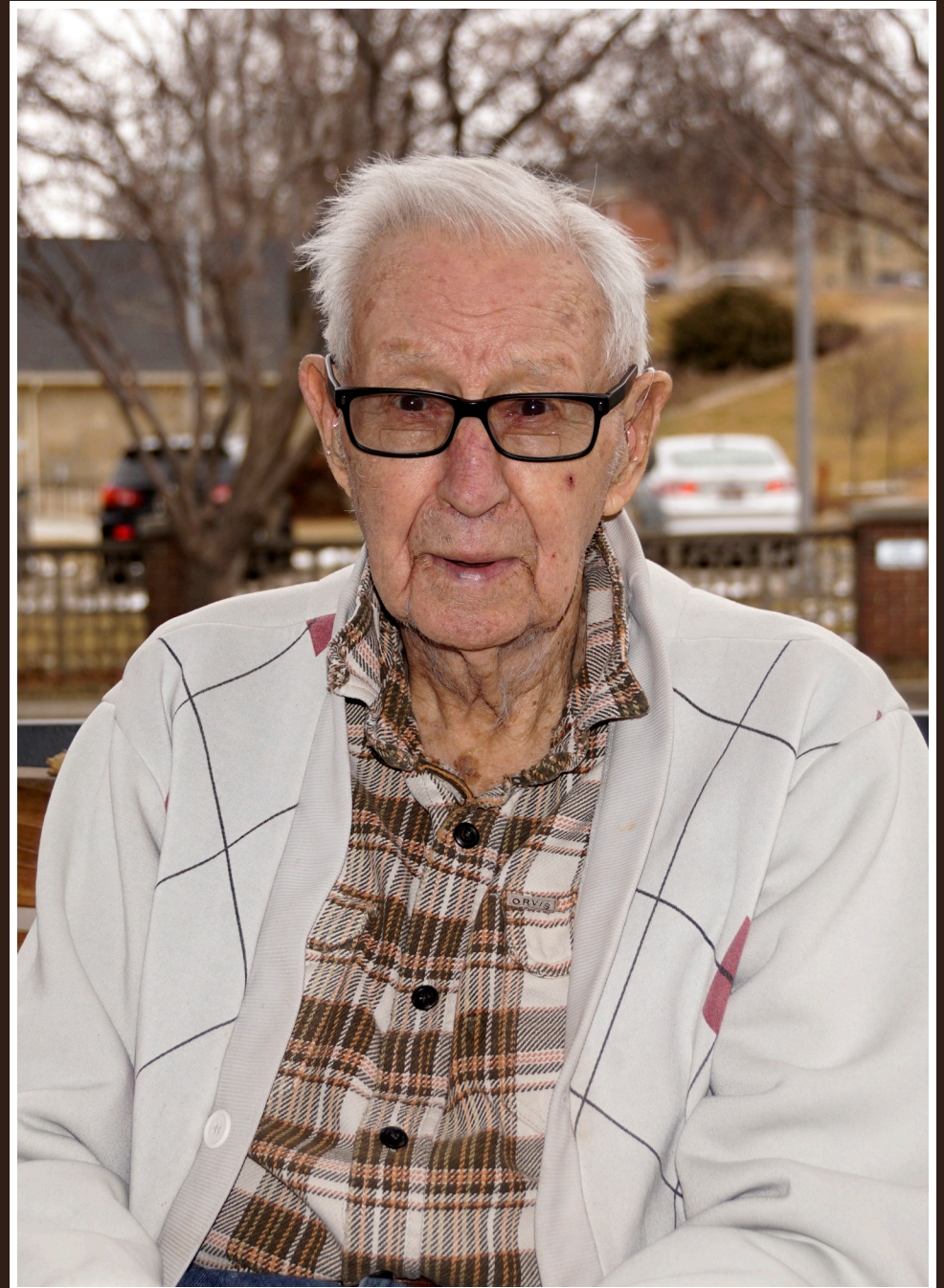




Today we honor Ralph Pate.

Ralph is the oldest veteran resident at the Idaho State Home - Boise, and currently the only WWII veteran living at the Home. His 96th birthday was on March 8th.

Ralph was in the Coast Guard and the Air Force, and fought in WWII and the Korean War, and landed on Iwo Jima during fiercest fighting days of the war.



A Minute with Patient Safety

Patient Safety Forum News

March 17, 10:00 during bimonthly Town Hall.



- ◆ HRO tips
- ◆ Patient Safety Week
- ◆ Guest Speaker
- ◆ Interactive-
- ◆ Open forum

Extra, Extra

The Patient Safety Program Share Point has had a make-over! Check it out, leave a comment, let us know what you would like to see on it. Now more organized, stream lined, and designed to put valuable resources at your finger tips

Patient Safety Awareness Week- March 12-18, 2023

Join us as we celebrate Patient Safety Awareness Week and our commitment to zero harm here at BVMAC the 13th-17th. Throughout the week, we will be doing activities to highlight the good work we do here to keep our Veterans safe. There will be goodies and an opportunity to win some VA swag!

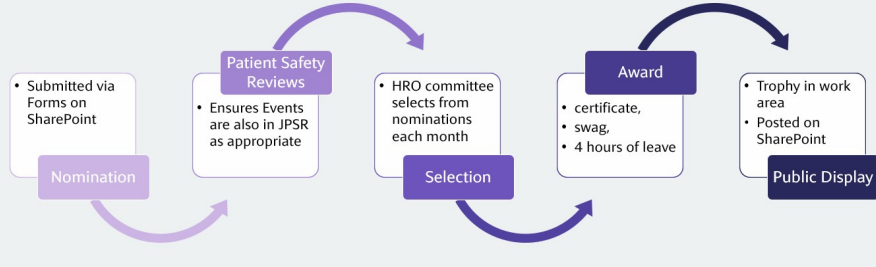
We will bring our Awareness Week to an end with a drawing at the Patient Safety Forum on March 17th.

Safety happens 24/7, so we will celebrate 24/7

February saw 90 JPSR reports- Keep up the great reporting when you are aware of a close call or patient safety event. A culture of safety is a reporting culture with transparency, learning from both mistakes and near mistakes! Thank you to our Reviewers- you are doing amazing work! Increased reporting numbers reflect growth in a culture of safety. The more we report close calls, near misses, and actual patient safety events, the more we learn, identify safety gaps, close those gaps, and grow in our commitment to Zero Patient Harm as a High Reliability Organization.



Good Catch Program New Process



Patient Safety + HRO = Working together toward Zero Patient Harm



HRO Theme for March: Reluctance to Simplify

Learn more at Share point



A Minute with Patient Safety



WOMEN'S HISTORY MONTH

“Celebrating Women Who Tell Our Stories”

Sue Fulton
United States Military
Academy '80



[Link to Video](#)

Janie Mines
United States Naval
Academy '80



March 22, 2023
12:00 EST (MS Teams)
Invitation Attached in Email



OREGON DEPARTMENT
of VETERANS' AFFAIRS

2023 OREGON WOMEN VETERANS CONFERENCE

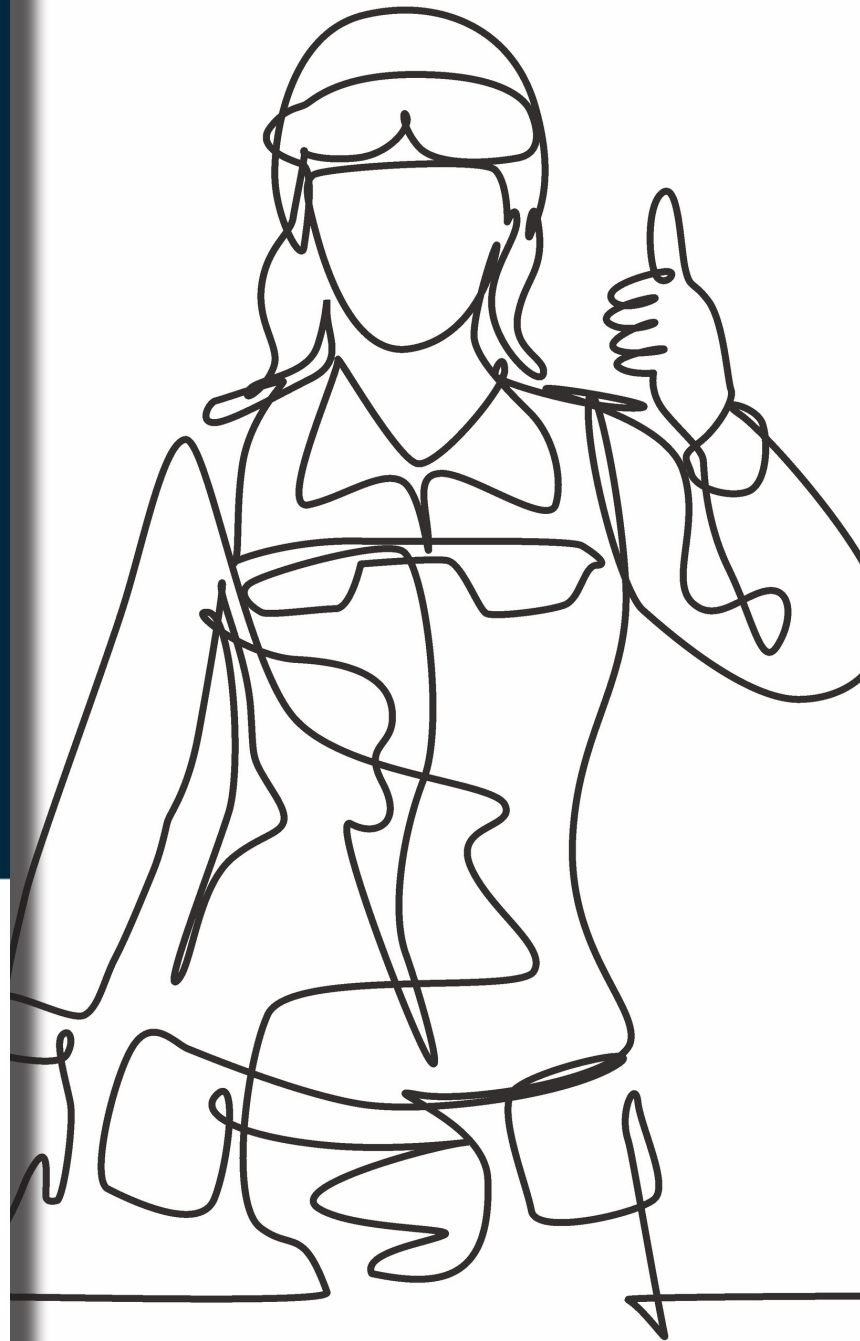
Stronger Together: Voices of Service

REGISTER NOW!
MAY 20-21, 2023
Salem Convention Center

The Oregon Department of Veterans' Affairs is excited to announce the return of the Oregon Women Veterans Conference which will be held in-person, welcoming women veterans from all eras of military service and from every corner of the state.

The two-day conference will take place at the Salem Convention Center on May 20-21, 2023. Since 1998, this free biennial event has celebrated the contributions, diversity and strength of Oregon's women veteran community, and is the largest gathering of women-identifying veterans in the state.

Registration now open at
www.wvc.oregondva.com





NATIONAL
Doctors' Day

MARCH 30TH



VA

Boise VA
Medical Center

**WE APPRECIATE ALL OUR BOISE VA
DOCTORS WHO SERVE OUR VETERANS!**



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a very happy



OT MONTH



thank you for all you do!





We appreciate all our Occupational Therapists!

April is Occupational Therapy Month! You may ask “What is Occupational Therapy?” Occupational Therapy is an independent and patient-centered healthcare profession that focuses on promoting health and wellbeing through engagement in occupation. The primary role of OT is to promote independence through the therapeutic use of meaningful activities, or occupations, that include self-care skills, work, or leisure.

Occupational Therapists and Occupational Therapy Assistants work in a variety of settings that include inpatient acute care, rehabilitation and skilled nursing facilities, home health care, outpatient settings, schools, and psychiatric facilities. OT practitioners use a holistic and functional approach to address the patient’s personal interests and needs.

Occupational Therapy practitioners at the Boise VA serve veterans in acute care, CLC rehabilitation and skilled nursing, outpatient clinics, 2P, Home Based Primary Care, rural health, and Mental Health Intensive Case Management (MHICM) program. They help veterans with a broad range of diagnoses to improve quality of life and independence. The diagnoses include neurological, orthopedic, medical, surgical, cognitive, and mental health conditions. The Boise VA OT practitioners also provide specialty services including wheelchair seating and positioning, hand therapy, meditation and mindfulness, and cognitive rehabilitation.

Occupational Therapy Month provides an opportunity to educate staff on the role and value of occupational therapy as part of a multidisciplinary approach to healthcare. We are proud to promote the health and wellbeing of veterans at the Boise VA!



EMPLOYEES OF THE MONTH FEBRUARY



Kimberly Reuter

Nurse Practitioner Kimberley Reuter is a Provider for the Home Based Primary Care program. NP Reuter is our newest Nurse Practitioner coming on board in January 2022. She dove right into the work taking on panel of highly complex medical patients. In addition, she provided the HBPC Team with an added dimension due to her training and expertise in outpatient wound care. Then in the summer of 2022 one of our other Nurse Practitioners went out for an extended period of 4 months. At the same time the other remaining Nurse Practitioner also had to be out for extended periods of time during the same months, often on short notice. This left NP Reuter handling not only her own panel but at times two other panels. She therefore often became the sole practitioner for the entire program. During these times, NP Reuter never missed a beat. She provided expert care to each and every Veteran, whether on her original panel or not. She made sure all required in-home visits were accomplished. She handled multiple urgent and emergent issues brought to her by Nurses, Social Workers and other members of the HBPC team. NP Reuter even continued to accept some new patients to the program whom she cared for until they could be transferred to the other NPs. Her colleague greatly appreciated the “soft landing” NP Reuter helped afford her to ease her transition back into practice upon her return. Always putting patients first she delayed taking time off during this period when needed so as to not leave the program without a practitioner. NP Reuter’s willingness to go above and beyond during this time for all the Veteran patients on HBPC demonstrated the best of the VA ICARE values.



GET PUMPED FOR PORTLAND

ATHLETE REGISTRATION IS OPEN!

Registration is open from February 1 - April 5, 2023



42nd National Veterans Wheelchair Games

July 4 - 9, 2023 Portland, Oregon

All skill levels are welcome from novice to expert!

The National Veterans Wheelchair Games is a multi-event sports and rehabilitation program for military service Veterans who use wheelchairs for sports competition due to spinal cord injuries, amputations, or other neurological disorders.

For many of the athletes, the Wheelchair Games is their first exposure to competitive wheelchair sports.

Registration Process

Online Registration is different this year, please don't skip any steps.

- Registration Process Overview: https://www.youtube.com/watch?v=9dB0_5h1w0
- Athlete Registration: <https://wheelchairgames.org/athletes/registration/>
- **Team: Tri-State** (Oregon, SW Washington, and Idaho)

Athlete Registration
QR Code



Registration Process
QR Code



Need assistance or have questions about equipment or training opportunities?
Contact Tri-State Coaches: Kathleen.Zabrocki@va.gov and Kiersten.Smith5@va.gov

Congratulations BVAMC HRO HeRO



CONGRATULATIONS

HRO HeRO Award: Dokmay Senebandith, Sterile Processing Technician

Principal: Preoccupation with Failure

Dokmay used the inspection camera system in SPS and identified rust and contaminants in a loaner instrument set and stopped the line on processing it. She trusted that the instruments were decontaminated appropriately, but double checked to confirm the processing was complete to look for errors in the process. She notified the team, and the Veteran was rescheduled when a replacement set could be secured. This ensured the Veteran received care with an appropriately decontaminated instrument set and avoided potential harm from the use of the original set.

HRO HeRO Award: Jessica Raubenheimer, RN

Deference to Expertise

Jessica recently placed a feeding tube in which the X-rays showed that the tube was in the correct location. When Jessica went to pull the guidewire, the wire would not pull out easily, and this appeared to be causing the patient pain. Rather than guess what could be going on or put the patient through more distress, she called upon an experienced ICU nurse to assist. The ICU nurse assisted by teaching tips and tricks and the guidewire came out smoothly.

In this situation, Jessica called for help from someone experienced without worry of being judged because she knew it was the right thing to do for the patient. Her actions set an example for other nurses by demonstrating that it's ok to ask for help and to know where our resources are. Her actions also resulted in the potential avoidance of harm to the patient.



Team HRO HeRO Award:
LaChele Lopez, Pharmacy
Supply Program Manager
Jennifer Schaeffer, RN, Specialty Clinic
Judy Trejo, RN Manager
2M

Principals: Sensitivity to Operations & Commitment to Resiliency

A patient with a new ileostomy was discharged and called the outpatient clinic with concerns that parts of the device were not fitting together correctly. Jennifer contacted Judy regarding the patient's concerns.

This prompted a collaboration among this team which determined that the patient had received substituted ostomy supplies upon discharge, as the correct supplies were on back-order. When the correct supplies were available, the Veteran expressed that he could not drive in to obtain them, nor could he wait for the mail. Pharmacist LaChele was able to problem solve and the supplies were sent to the patient via courier that same day.

This trio bounced back from mistakes! They owned the mistake instead of blaming and figured out a way to fix the problem together assuring the least cumbersome process for the patient.



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Medical Laboratory Professionals Week

April 23 - 29, 2023

Find the Laboratory Professionals Below!



This composite image is a fictional collage of a broad spectrum of laboratory settings. Find out more at www.cdc.gov/labsystems

#THEFUTUREISLAB

THANK YOU LAB STAFF FOR ALL THAT YOU DO!



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