



THE
BOISE



ONT

The official newsletter of the Boise VA Medical C

RESEARCH WEEK
MAY 15-19



VA

Boise VA
Medical Center

NATIONAL PRESCRIPTION DRUG TAKE BACK DAY IS APRIL 28, 2023

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.





JOIN US



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*

FREE



VA

Boise VA
Medical Center

Hello's



Goodbye's

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

Hodaka Abe - Surgery
Daniel Aguilar - FMS
Dakota Bowers - Nursing
Starr Brown - Primary Care
Whitney Byrd - Lab
Julia Gleiser - Nursing
Keziah Jordan - Connected Care
Olga Lutz - Nursing
Jordan Mayer - Primary Care
Krystal Mothersill - Lab
Amy Nixon - Primary Care
Kaden Tally - HAS

For additional questions contact Josh Bode at (208) 422-1000 X7803

SAVE THE DATE

10 MAY AT 8:30AM

MENTAL HEALTH SUMMIT

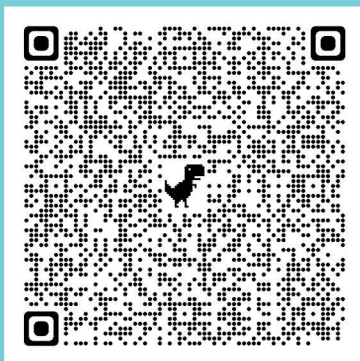
DIVERSITY & INCLUSION * CREATING SAFE ENVIRONMENTS

We invite you, as a key stakeholder in the community, to join us with the goal of enhancing access to mental health services and addressing the mental healthcare needs of Veterans and their family members residing in the Boise VA Medical Center catchment area.

Virtual event.
Free to attend.

Please click the link below or scan the QR code to RSVP!

BVAMCMentalHealthSummit.rsvpify.com



VA

Boise VA
Medical Center





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

Cheryl Fabello - Nursing
Alexis Ganske - Primary Care
Carolyn Hammonds - Connected Care
Scott Leahy - Supply
Stephen Martin - Connected Care
Jessica Mattucci - Primary Care
JoAnna Rice - Connected Care
Yvonne Rush - Connected Care
Catherine Smith - Pharmacy
Lissa Tuttle - Primary Care

VOLUNTEER SPOTLIGHT



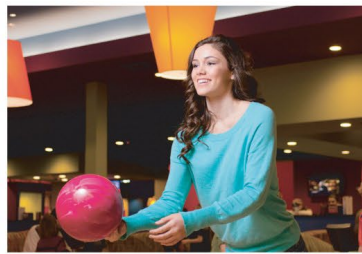
Jason Jackson

I am a Navy Veteran

I held the rate/rank of a DC3 (Damage Control petty officer 3rd class) at the end of my enlistment. Served 5 years and 3 deployments. 2005 (Westpac) deployment, was in support of Operation Enduring Freedom. 2007 (Westpac) deployment was Operation Enduring Freedom, Operation Iraqi Freedom and to conduct Maritime Security. 2008 Surge deployment.

I volunteer at the VA for the people. We all have stories, and I enjoy hearing the stories that others tell about their past military experiences. I've been volunteering for about a year now. Working the front desk with a great group of people.





FUN & SUN

C O R P O R A T E C L U B



SAVE ON ROARING SPRINGS, WAHOOZ & TRIPLE THE FUN TICKETS

Roaring Springs Water Park: www.roaringsprings.com

Roaring Springs Full Day Ticket (2 & under FREE) \$36.99 +tax (\$8 off): promo code: **2023boisevaemprs**

Triple the Fun Ticket R.S./WFZ Combo Ticket \$64.99 +tax (\$10 off): promo-code: **2023boisevaemp3x**

Wahooz Family Fun Zone: www.wahoozfunzone.com

Wahooz Ultimate Unlimited Fun Pass \$41.99 +tax (\$8 off): promo code: **2023boisevaemp**

Wahooz Jr Ultimate Unlimited Fun Pass (under 58") \$34.99 +tax (\$8 off): promo code: **2023boisevaemp**

Instructions to purchase tickets:

1. Click *Buy Tickets* button (top right corner)
2. Select *Fun Packages*
3. Scroll down to select quantity
4. Click *Add* to cart
5. Click on the shopping cart to review order
6. Enter Promo-code under *Discounts*
7. Proceed to checkout

(Only tickets listed above are available for discount, discount codes are case sensitive.)



I-84, Meridian exit



PREGNANT?



Let VA exceed your expectations

- Prenatal care coverage including ultrasounds
- Lactation support and breast pumps
- Nursing bras, nursing pads, and maternity belts
- Initial newborn care coverage

We will work with you to support your pregnancy care inside and outside of VA.



www.womenshealth.va.gov

VA



U.S. Department
of Veterans Affairs



BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

THEME OF THE MONTH

Commitment to Resilience

April 2023 | National Safety Poster

Process Drift Prompts Positive Change

C

CONTEXT

A Veteran arrived for a CT scan on a busy day. Jody Barnum, a Lead CT Technician at VA Sierra Nevada Health Care System, inquired about his symptoms and began to review his paperwork when they were interrupted by a phone call. Proceeding with the scan, she was unaware that she had the wrong patient and scanned the wrong body part.

A

ACTION

Ms. Barnum openly shared the mistake with her team to prevent a similar error from reoccurring. Although the department's standard procedures were designed to prevent such mistakes, she had drifted from following them precisely. Ms. Barnum's error reminded the team to use existing checklists and confirm patients through two identifiers, such as name and date of birth.

R

RESULTS

The team updated its checklist to include reviewing the ordering physician's plan before scanning the patient. Ms. Barnum demonstrated her Commitment to Resilience by sharing the error with others, taking time to discuss ways to mitigate system vulnerabilities and focusing on ways to improve processes.



Dr. John Lim, Diagnostic Radiologist, shares the story of how Jody Barnum, Lead CT Technician, treated a mistake as an opportunity to prevent future drift.

"I have committed to keeping my patients safe, which means bouncing back from mistakes and viewing them as opportunities to improve our processes."

*Jody Barnum, RT, R, M, CT
Lead CT Technician
VA Sierra Nevada Health Care System
Reno, Nevada*

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 MARCH



Holly Dillon

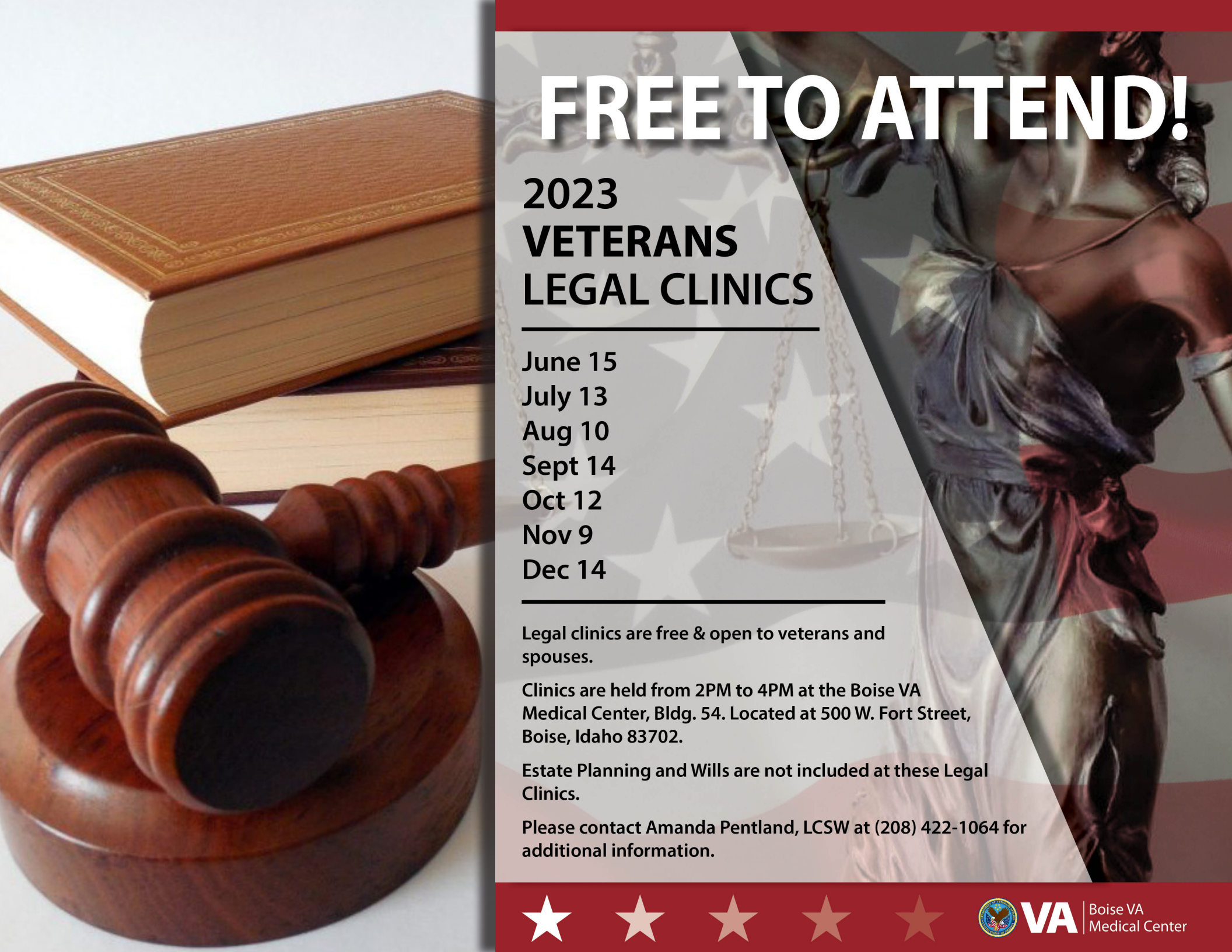
Integrity: Holly consistently upholds the highest standards of honesty and ethical behavior in her interactions with patients and their families. She is always transparent in her communication and ensures that patients are fully informed about their care and activity plan. She is compassionate, empathetic, and sensitive to patient needs. She frequently shows appreciation and support for the nurses.

Commitment: Holly demonstrates unwavering dedication to her patients, going above and beyond to ensure that they receive the best possible care. She is proactive in identifying patient needs and concerns, and timely addressing them to ensure that the patient's care is not compromised. She takes the time to get to know her patients on a personal level and is always available to address their concerns and needs. Holly's enthusiasm, strong work ethic, and willingness to help undoubtedly contribute to a positive work environment, and her dedication to patient care is inspiring. Her recent act of kindness, buying a birthday cake for one of her patients and celebrating his birthday with the nursing staff, demonstrates her commitment to ensuring that patients feel valued and cared for.

Advocacy: Holly is a strong advocate for her patients, ensuring that their voices are heard, and their needs are met. She understands that patients may be vulnerable, and she should approach them with sensitivity and respect. She collaborates with the healthcare team to ensure that patients receive the appropriate care and treatment and advocates for their rights and dignity. Holly actively participates in Infection control program and staffing methodology to ensure that patients receive the appropriate care and treatment.

Respect: Holly is always enthusiastic and happy to help. She has a great sense of humor and excellent communication skills, which allow her to treat all patients and colleagues with respect and compassion. She has empathy for what others are going through and demonstrates a caring bedside manner that puts patients at ease. She recognizes the unique needs and preferences of each patient and ensures that they are treated with dignity and respect. When it comes to activities of daily living such as bathing and oral care, she always pro actively encourages patients to participate by explaining the importance of these activities, helping set up needed supplies and offering choices whenever possible.

Excellence: Holly is flexible, adaptable, and efficient, finding the best in every situation and never letting the bad days get her down. She consistently strives to provide care that is safe, effective, patient-centered, and timely. Holly has strong organizational skills and is able to prioritize tasks effectively. Her dedication to infection control project and her participation in staffing methodology are examples of her commitment to excellence. By being proactive, reliable, and committed to excellence, Holly ensures that patients receive the best possible care.



FREE TO ATTEND!

2023 VETERANS LEGAL CLINICS

June 15
July 13
Aug 10
Sept 14
Oct 12
Nov 9
Dec 14

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.

Estate Planning and Wills are not included at these Legal Clinics.

Please contact Amanda Pentland, LCSW at (208) 422-1064 for additional information.

**VA**

Boise VA
Medical Center

Coding Connection

Documentation and Coding Tips on Laterality for Providers

When documenting please remember to document laterality when applicable. Specificity of location of certain conditions is important for accurate code assignment. If the side is not indicated in the documentation, then a code for unspecified side is coded.

Examples:

- Chronic pain/Pain
- CVA residual effects
- Osteoarthritis
- Ulcers/wounds
- Hearing Loss
- Dry Eye Syndrome

Example: Patient complains of bilateral wrist pain from doing yardwork. You assess and address the patients' pain and recommend OTCs. When selecting your diagnosis code, you notice there is not a code for "Bilateral Wrist Pain". This means you would pull in an ICD-10 code for each laterality, see below.

Answer: M25.531 Pain in Right Wrist & M25.532 Pain in Left Wrist

***Your documentation should reflect the severity of illness and risk of mortality of the patient.
Remember to be as specific and detailed as possible in your chart and code selection.***

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



EMPLOYEES OF THE MONTH MARCH



Robert Brouillard

Integrity: Rob has shown his integrity every time he is on the unit. He helps out any staff member that request help especially with transferring patients. He has helped even when transferring patients for toileting needs, which most other services might not hang around for. He shows the upmost respect when doing this. You can see that he loves his job, and he loves working with people that also love their jobs.

Commitment: Rob not only helps the patients everyday he has given physical therapy tips to nurses when they are feeling pain or stiffness and to improve body mechanics to prevent injury while caring for veterans. On his break, he also helped one employee by giving her tips on how to tape her wrists for better comfort after a work injury. When seeing nurses working with patients, he does what he can to personally give education on how to better care for the patients and the equipment that they come with. Rob takes time to work with PT patients and nursing on how to safely transfer and care for veterans using safe patient handling to prevent injuries. Educating staff to safely move patients in difficulty situations to encourage more time up out of bed without falls or injury to staff.

Advocacy and Respect: Rob is always willing to speak up and advocate for the patients. When 2M/S was located up on the 3rd floor we had limited space and resources, but Rob kept advocating for toilet risers for the knee and hip surgical patients. When we got moved back down that was one of the first things we got for each bathroom. He also advocated for nurses. When we do have patient's that may be testing the limits and speaking inappropriately to the nurses Rob will always set boundaries and the nurses are so grateful for that.

Excellence: Rob always strives for the highest quality care. He has for the last 2 years been contributing tips and tricks to the 2M newsletter. We see a lot of knees, hip, shoulder surgeries and this educational information has helped tremendously with teaching the med/surg nurses how to properly care for the post-surgical patients. During nurse's week he donated handmade blown glass gifts to give out for our festivities. Rob's redesign of our orthopedic program has helped improve early mobility and reduce length of stay for our Post operative patients. He works diligently to promote safety and mobility of veterans in the most challenging patient care situations.

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





2023 Treasure Valley Paws for Prevention Pet Parade & Fair

Saturday, May 13, 2023

Julius M. Kleiner Memorial Park, Meridian, ID

Suicide prevention starts with everyday heroes like you. Money raised goes to critical research, education programs, advocacy, and support for those affected by suicide.

Bring your furry friend and walk in a casual community parade for suicide prevention, and enjoy the fair where you'll meet pet enthusiasts and service providers in the Treasure Valley!

LEARN MORE AND REGISTER BY
VISITING THE WEBSITE OR **SCANNING** THE QR CODE
supporting.afsp.org/event/idahopaws



AFSP Tax ID # 13-3393329

**VA**Boise VA
Medical Center

CINCO DE MAYO

REMINDERS

Cinco de Mayo marks the anniversary of the Battle of Puebla against the French. Though the holiday commemorates a victory, many lives were lost in the battle. Celebrate Cinco de Mayo by learning about Mexican culture, and history. Make traditional Mexican dishes like Mole, tamales, or enchiladas. Decorate using "papel picado", streamers, flags, garlands, and flowers. Support local authentic Mexican restaurants. Donate or volunteer to local Mexican cultural centers. Listen to traditional Mexican music. Read Mexican literature. And attend local events.

Please remember it is culturally offensive to wear a fake mustache, sombreros, serape, or other Mexican-Themed costumes. Use holiday day as an excuse to drink. Speak in a fake Mexican accent. Or make jokes about Mexicans or Mexican culture.

FRIDAY MAY 5

Your Record Management Responsibilities

Welcome to the Boise VA Medical Center! As part of the VA you have a responsibility to ensure the protection of the records created and used by the facility. To be compliant with Federal laws and regulations the Boise VAMC is required to document our mission, functions, policies, procedures, decisions and transactions. All employees have the following responsibilities for maintaining Federal records:

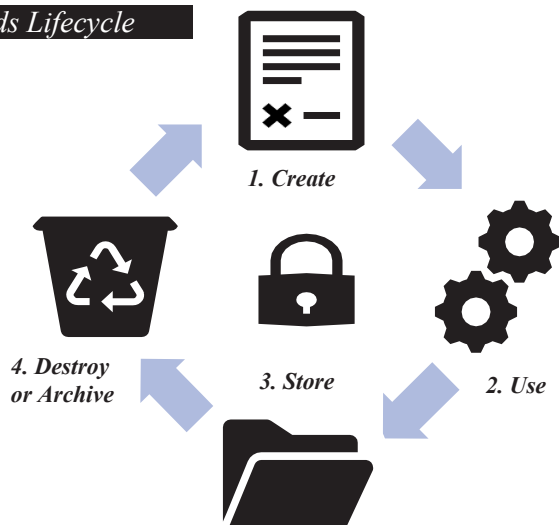
1. Create, maintain, protect and dispose of records in accordance with procedures outlined in Medical Center Policy 136- 19-52.
2. Cooperate with service line or departments Record Liaison to ensure records are listed on the Facility File Plan/Inventory and assist with the preparation/transfer of eligible records to approved records storage centers.
3. Ensure records are maintained in a safe/secure environment and ensure proper authorization is obtained before removing records from the facility or destroying Federal records.
4. Report unauthorized destruction or catastrophic loss of facility records to your immediate supervisor.

Records Management pertains to more than just medical records. Records include: “books, papers, maps, photographs, machine readable materials, or other documentary materials, **regardless of physical form** or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations or other activities of the Government or because of the informational value of the data in them.” (44 U.S.C. §3301).



Certain e-mails and social media posts can be considered records.

Records Lifecycle



1. Create - An information life cycle begins when useful relevant information arrives or is created within an organization in a wide variety of formats using different equipment and technologies.

2. Use - Information is transmitted to those who need it and, upon receipt is used to conduct VA business.

3. Store - Information is filed or stored according to a classification scheme to permit quick retrieval and protected and maintained to safeguard the integrity of the information over time. At this stage the information is viewed as either active or inactive.

4. Destroy or Archive - When information reaches the end of its retention period and has no legal, fiscal or administrative value, it is securely destroyed or preserved permanently at the National Archives for historical or research purposes.

Before disposing of records consult your services Record Liaison. The VA Records Control Schedule RCS 10-1 provides guidance on how Federal records are to be maintained. For more information contact the Facility Records Officer: **Kelly Helland** at 208-422-1000 ext 7725 or kelly.helland@va.gov.

Patient Medical History

Physician _____

1. Are you under medical treatment now? ...
2. Have you ever been hospitalized for any surgical operation or serious illness within the ...
If yes, please explain _____
3. Are you taking any medication(s) including non-prescription medicine?
If yes, what medication(s) are you taking _____
4. Have you ever taken Fen-Phen/Redu _____
5. Do you use tobacco?
6. Do you use controlled _____
7. Are you wear- _____ act lenses
8. Do _____ re or have you h

High Blood Pressure

Attack

WE APPRECIATE
OUR NURSES!

Celebrate
Nurses Week
MAY 6-12



VA

Boise VA
Medical Center



Let's work together to do the right thing!

As VA employees, we are entrusted to care for Veterans "who shall have borne the battle" and their loved ones. To do this effectively, we need more than job skills. We must also do what is ethical—do what is right.

We can show that ethics is important when we provide feedback on how to better serve Veterans. This tip sheet provides some practical suggestions for how to do this every day.



If you face a possible ethical concern, you should first go to your supervisor. However, if you don't get the help you need, or if your supervisor is the source of your concern—and you don't feel safe raising it directly with him or her—you should ask for help elsewhere. You may have an ethical concern if you...

- Feel caught between competing values
- Have a gut feeling that something isn't right
- Notice that an issue keeps you up at night
- Feel uncomfortable or concerned with how someone is being treated
- See a significant difference of opinion about the right action to take
- See the prospect of a harmful or unfair outcome
- Have an impulse to conceal information from others

Here is what you can do:

Speak up to leaders.

If your leaders give directions or performance expectations that seem unrealistic, you might feel you need to cut corners or even "game the system" to comply. Instead, you have an obligation to speak up about the problems you may face in trying to meet any specific assignment. Together, you can find a solution to achieve what is best for patients and families. Your leaders should help you do the right thing — in the right way.

Talk about ethics in meetings.

- "Now that we know what we can do legally, let's discuss what feels right in service to our Veterans."
- "I think there are some important ethical concerns behind this question."
- "Can we set aside some time to talk about the ethical aspects of this problem?"
- "Should we get advice and assistance from the Ethics Consultation Service?"

Prove that ethics matters by asking.

- "How can we demonstrate respect and consideration for others on this team and the Veterans we serve?"
- "How does our team show professionalism and responsibility at all times?"
- "How can we demonstrate trustworthiness and honesty to ourselves and our Veterans?"

Seek opportunities to say:

- "I see ethics as a priority."
- "If it's the right thing to do, we'll just have to figure out a way to do it."
- "We have an obligation to do the best we can for our patients."
- "Everyone deserves to be treated with respect."
- "I believe there are competing values here."
- "I have an ethical concern about this."

Avoid saying:

- "All that really matters is the bottom line."
- "What are the chances that anyone will find out?"
- "You're naïve — everyone does it."
- "Proceed until caught."
- "That's my story, and I'm sticking to it."
- "I shouldn't be telling you this, but..."
- "You didn't hear it from me, but..."
- "Don't speak up; they will make up a new rule next week."

Address Your Ethical Concerns

Type of Concern

Who to Contact

Ethics Quality Gap

Systems, processes, or structures are not performing reliably, making it difficult to do the right thing



Ethics Team

Steven.Waltari@va.gov
BoIEthicsConsult@va.gov

Government Ethics

Legal questions about standards of ethical conduct for employees of the executive branch



Designated Agency Ethics Official or Regional Counsel

Steven Waltari - Ph 208-422-1267
Steven.Waltari@va.gov
OGCPacificEthics@va.gov

Ethical Concern

Uncertainty or conflict about values – the right thing to do is unclear



Ethics Consultation Service

Ph 208-422-1267
Integrity & Compliance
▲ Steven Waltari - Ph 208-422-1267

Ethics Violation

Allegation or evidence of serious risk to patients, administrative misconduct, or noncompliance with legal or regulatory standards



Integrity & Compliance
Steven Waltari - Ph 208-422-1267

Research Oversight
Research Compliance Officer
Steven Waltari - Ph 208-422-1267

Information Security
Matthew Biggs - Ph 208-422-1560

Inspector General
1(800) 488-8244
<http://www.va.gov/oig/contact>

Veterans Depend on Us To Do the Right Thing



VA



U.S. Department
of Veterans Affairs

Veterans Health
Administration

National Center for
Ethics in Health Care



OREGON DEPARTMENT
of VETERANS' AFFAIRS

2023 OREGON WOMEN VETERANS CONFERENCE

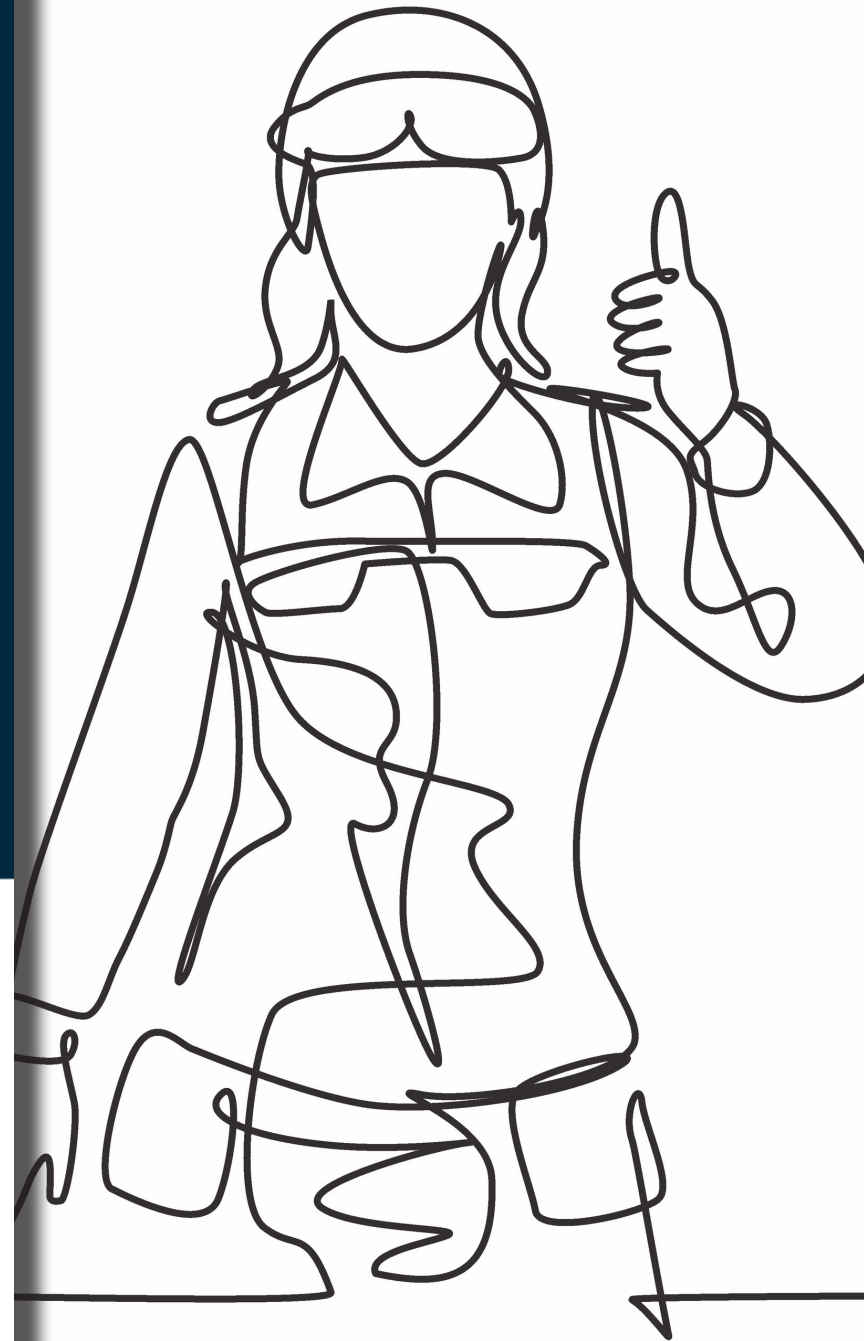
Stronger Together: Voices of Service

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.oregonva.com



EMPLOYEES OF THE MONTH MARCH



Sarah Centner

HAS Supervisor Donald Lake would like to nominate Sarah Centner for Employee of the Month. Since starting in the Health Administration service just a few months ago, she has demonstrated her commitment to service to veterans in the Enrollment Office. She has shown excellence by in just a short few months absorbing a massive amount of information and VHA applications which were completely new to her. Sarah managed to learn all the VHA applications that we use daily as well as a massive amount of heavily nuanced, and rapidly changing, enrollment and eligibility knowledge. Since her start Enrollment has hit some challenges because of critical staffing shortages. In this time of staffing shortages, Sarah has stepped up and demonstrated great multitasking ability, intelligence, and superior customer service. With only a few short months under her belt, Sarah has thrown herself into a workload that usually 3 staff can struggle to complete. Enrollments roll into our facility from so many direction including email, view alerts, calls, mailed applications, reports, and face to face visits. As I said the work can be staggering. With her dedication and hard work to our service and patients, she has minimized backlogs to getting our veterans into the health care system. I have to commend Sarah for doing so much after so short of time with which to train and gather experience. She is exceptional in her work and customer service. Sarah also supported an outreach effort by volunteering for a Yellow Ribbon event for the Idaho National Guard where she worked both Sat and Sun to discuss enrollment options with Service members returning from deployment. Sarah works hard to show her respect to veterans and staff and is always responsive to the needs of the veteran. She goes out of her way to show veterans a friendly face as they interact with the VA, some for the first time. She is an asset to HAS and the VA.



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_5lh1w0
- 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

UNIT OF THE QUARTER QTR2 FY23



I would like to nominate 2M/S as the unit of the quarter. 2M staff has been put to the test recently. They have had 4 different managers in the last 4 years. There are people that have come and gone but the resiliency displayed by this group is amazing. During 2021 they were relocated from their appx 12,000 square foot unit to an area only half the size, appx 5,000 sq feet. 16 patients in this small area. Double occupancy rooms that were smaller than they should have been with a lot of clutter because the area was limited. There was no bathroom in this new area and the break room was big enough for about 2 people. During the height of COVID they were moved again. 2M's area that was cluttered but home was used as a cCOVID unit and patients were mixed up amongst the SDU patients. Working together with SDU staff was a great opportunity to learn more about the care provided and procedures not usually seen on 2M, and the staff embraced it. Finally, the new 2M was ready. The move was smooth and quicker than expected. Getting used to the new unit was also a challenge but the staff has done amazing. At this time 2M/S is piloting the new Falls rounding tool and US Teams, a form a shared governance with such enthusiasm. Continued growth and advancement are on the horizon. There are now 5 CMSRN's on 2M with a number of other RN's studying to get certified and two staff in the LEAD course. All of this positive thinking and desire for continual growth helps to assure we are giving 110% to our Veterans.

Give blood.

Every 2 seconds someone
in the U.S. needs blood.

American Red Cross



Blood Drive
Boise Veterans Administration
Medical Center
VA Gym in Building 119

gym
911 Mountain Cove Rd.
Boise, ID 83702

Tuesday, May 23, 2023
9:00 a.m. to 2:15 p.m.

Schedule online at www.redcrossblood.org
Sponsor code: BVA
Or contact Cheryl Ross (208) 422-1000 ext 7778

Streamline your donation experience and save up to 15 minutes by visiting RedCrossBlood.org/RapidPass to complete your pre-donation reading and health history questions on the day of your appointment.



SUPERVISOR OF THE QUARTER QTR2 FY23



Andrea Lambe

Andrea Lambe serves as the Emergency Department Nurse Manager and is an invaluable asset to the Boise VA.

Integrity: Ms. Lambe approaches her Nurse Manager role with vigor, calmness, and professionalism. She is committed to always doing what is right even when nobody is looking. She spends hours after work researching challenging topics to help improve her knowledge, skills, and performance in her role and to ensure she is making the most fair and equitable decisions for her staff.

Commitment: Despite Ms. Lambe's abundantly full workload the past few years with the pandemic and preparation for Cerner, without hesitation, she agreed to cover the ICU as Interim Nurse Manager for three months in addition to her primary ED Nurse Manager role. In this interim period, Ms. Lambe made stealthy & marked improvements, served as an exceptional liaison for ICU staff, and smoothed over any issues that arose during that time.

Advocacy: Ms. Lambe serves as an excellent advocate for her staff. She does an outstanding job maintaining the highest quality nursing staff in the Emergency Department. She ensures they are properly trained, educated, and prepared to care for critically ill patients. She is dedicated to ensuring the ED is well staffed at all hours and has been known to come in to work at anytime if there is a dire staffing need.

Respect: Ms. Lambe sets the bar high for respect. She demonstrates this daily to her staff, her peers, and her leadership by always seeking to improve herself as a leader and following up on any issues or concerns that are brought to her attention. She is recognized as an effective leader who supports, cares for, and respects her staff.

Excellence: Ms. Lambe is single-handedly one of the best Nurse Managers that I have had the pleasure of working alongside and is heavily relied on by the ED Nursing staff, the Inpatient Nurse Manager team and other Nurse Managers and leaders for mentorship and guidance.

Ms. Lambe consistently goes above and beyond in her Nurse Manager role. She takes on additional responsibilities effortlessly and doesn't hesitate to assist anytime she is sought for guidance, mentorship, teaching, or a shoulder to lean on. Please consider Ms. Lambe for Supervisor of the Quarter.