



THE NOISE FRONT

THE OFFICIAL PODCAST OF THE BOISE VA CENTER



RAW THOUGHTS

PODCAST

MAKENZIE TIEGS



Special Guest Josh Bode, LCSW
BHIP Coordinator for the Boise VA

[Click here to listen!](#)

BOISE is HIGHLY RELIABLE

High Reliability Organization (HRO)

PRINCIPLES & VALUES

THEME OF THE MONTH

Support a Culture of Safety

July 2024 | National Safety Poster

Escalating Process Change for Partial Doses

C

CONTEXT

While preparing to give an injectable medication to a patient, Traci DeMarco, Nurse Care Manager at Jonathan M. Wainwright Memorial VA Medical Center in Walla Walla, Washington, realized she was unable to change the charting documentation to indicate she was administering a partial dose of the vial. Without proper documentation, it would appear as an inappropriate dose or medication error.

A

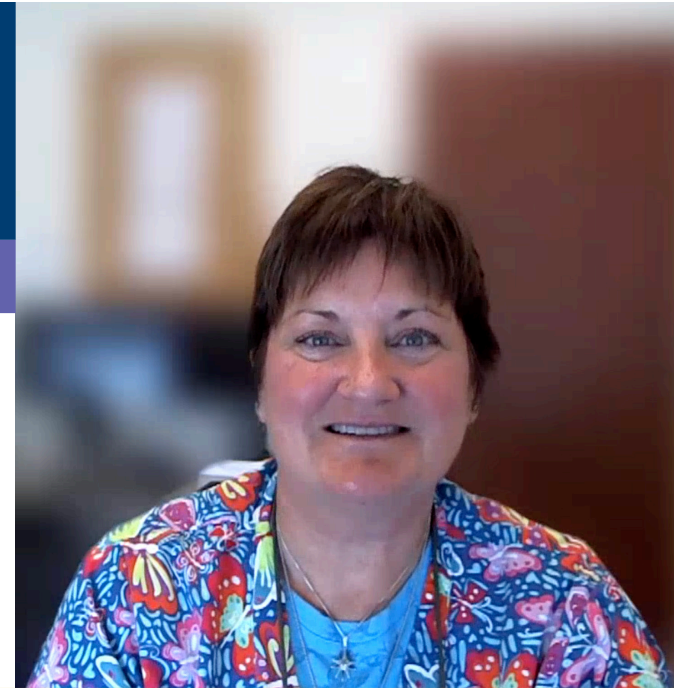
ACTION

Ms. DeMarco recognized the risk posed by having inaccurate records, and the supportive culture of her team empowered her to speak up for safety. She elevated her concerns to the facility pharmacist, who then further escalated the issue to the National Drug File Team.

R

RESULTS

As a result of this notification, the Drug File Team developed a new workflow in the medical records system, allowing inputs for partial doses of medications without generating errors. The facility's commitment to Support a Culture of Safety encouraged Ms. DeMarco to kickstart a new process that enabled more accurate record keeping and facilitated improved care for Veterans.



"I trusted my colleagues to help identify a solution when I reported this issue. Small moments like this build and reinforce a Culture of Safety."

Traci DeMarco, RN

*Jonathan M. Wainwright Memorial VA Medical Center
Walla Walla, Washington*

VA



U.S. Department
of Veterans Affairs

For more information, visit: <https://dvagov.sharepoint.com/sites/vhahrojourny>

Internal VA Use Only

VHA'S JOURNEY TO
HIGH
RELIABILITY

Your Care is Our Mission.



A graphic featuring a blue spatula and a blue fork crossed against a black background. The spatula is on the left, angled upwards, and the fork is on the right, angled downwards. Both utensils have a 3D effect with lighter blue highlights.

YOU ARE BBQ INVITED

JULY
17
11A - 1P

11A - 1P

BOISE VA PARADE GROUND





**Shannon
White**

Employee of
the Month
MAY



VA | Boise VA
Medical Center

I'm nominating Shannon White for Employee of the Month to recognize her commitment to veterans in the cochlear implant program. Shannon has been with the Boise VAMC for 17 years as a speech language pathologist and has worked in a variety of capacities to provide excellent care to veterans. This year, she took on additional responsibilities to add cochlear implant patients who needed cognitive assessments and aural rehabilitation as part of their cochlear implant journey. She provides whole health assessments, auditory training, speech reading, and speech discrimination therapy in person and/or through VVC. She has made a significant difference in the quality of life for several veterans, and she deserves to be recognized.



**Kacee
Davies**

**Employee of
the Month
MAY**



VA | Boise VA
Medical Center

Kacee Davies started her nursing career as a Nurse Resident on 2MS 4 years ago. In the last 4 years she has shown her commitment to our Veterans in many ways. She has worked diligently alongside other RN's to establish wound care protocols and streamlining of wound care for all inpatient units. She has also played an active role in the Nurse Resident Advisory committee (PBNR) where she has focused on the development of curriculum for new nurses at the Boise VA.

Kacee has continued her professional growth by being selected for and completing the Boise VA Lead program in 2023. During that time, she worked with her fellow Lead participants on a Lean project which she ended up facilitating. The completion of this hospital-wide performance improvement project resulted in her earning her yellow belt in Lean methodologies. In addition to being committed to the VA, she has also displayed the ICare value of Excellence for striving for the highest quality in continuous improvement and elevating the practices of the VA.

Lastly, Kacee has been recognized with the HERO award for assisting other co-workers in developing a medication patch flowsheet to decrease the risk of diversion on the inpatient units. Kacee has been a valuable asset on 2MS and serves as a knowledgeable charge nurse and preceptor to new nurses. We are so lucky to have Kacee on 2MS and would like to recognize her with this nomination for employee of the month as a way to thank her for continually enhancing the care we provide to our Veterans.



VA | Boise VA
Medical Center

*NO PHOTO
ON FILE*

Marvin
Haffner

Employee of
the Month
MAY

I am proud to nominate my employee, Marvin Haffner for the Housekeeping Employee of the month for the month of may or June.

I have a huge amount of respect for this gentleman, his integrity and superior work ethic. He is professional and always helps out a veteran that may need direction to a unit, or question in general. I have received personal emails from floor supervisors and managers that if we have anyone available to work in their area, they request it be Marvin, most recently the warehouse Supervisor in the BVAMC

Logistics unit has asked if he is available to work for them. Marvin has distinguished himself so much so that when he is available, he is the person we pair up with a new, inexperienced housekeeper. His

moral integrity is such that upon being assigned to make up work unable to be completed by another shift, time is crucial, and he has gotten those assignments completed, and still makes time to attend to other areas that may be struggling, all while keeping constant contact with his supervisors. Marvin strives to help our veterans, and continues to be a strong advocate for this unit. If we are only as good a unit because of our employees, Marvin is one of our strongest representatives for Housekeeping and the VA as a whole.



VA

Boise VA
Medical Center

HELLO'S & GOODBYE'S



**The Boise VAMC would
like to welcome our new
employees who joined
the team in
June 2024:**

Lisa Wolff, Mental Health

Lucy Ngure, Nursing

Brent Austin-Carrejo, Pharmacy

Chanderae Southern, Nursing

Charles Keefe, Nursing

Debra Vincent, AD Patient Care

Dedi Seme, Health Administration

Ellee Hill, Nursing

Eric Moss, Surgery

Holly Ogden, Nursing

Jancille Ponsano, Laboratory

Jennifer Gomes, Specialty Care

John Goeddertz, Anesthesiology

Jonathan Zillmer, Primary Care

Lauron Placentia, Physical Rehab

Leanne Dornan, Primary Care

Louise Lagunas, Nursing

Pamela Layne, Health Administration

Ronia Jordan, Mental Health

Samuel Richins, Primary Care

Savannah Carrillo, Nursing

Shaun Tam, Nursing

Sydney Schmuck, Nursing

Vera Fitts, Primary Care

Joseph Tengler, Facilities Management

Shakeithra Hodges, Clinical Resource Hub

James Proffitt, Clinical Resource Hub

Jennifer Feirstein, Clinical Resource Hub



VA

Boise VA
Medical Center

HELLO'S & GOODBYE'S



**The Boise VAMC would
like to say farewell to the
employees who left the
team in June 2024:**

**Colton Hafeman, Clinical Resource Hub
Tamara Lynn Rose, Nursing
Kathleen Mosier, Nursing
Harjit Gala, Nursing
Allison Poff, Nursing
Jessica Marquez, Dental
Dana Drake, Specialty Care
Abraham Staggs, Executive Director
Sheena Wydermyer, Connected Care
Juan De La Torre, Connected Care**

National Human Trafficking Hotline

GET HELP. REPORT TRAFFICKING.

CALL

1-888-373-7888

OR TEXT

BEFREE TO 23373



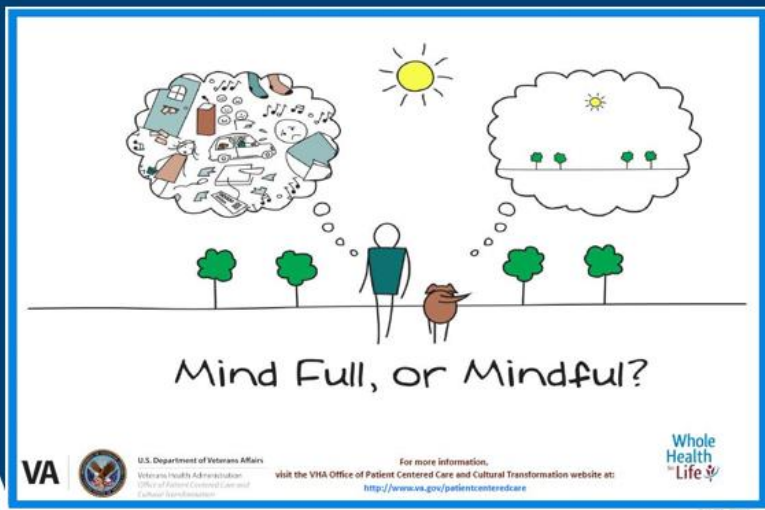
Join Us for an upcoming Employee Whole Health Class!

Want an outlook invite?

Reach out to Jeanette Berry, Employee Whole Health Coordinator

***Be Here Now** will resume in August as July's class falls on the 4th of July! Enjoy your Holiday!

Be Here Now Class *Your Path to Mindfulness*



First Thursday Monthly from 12 – 12:30 PM MT

Teams Meeting Online - For VA employees.

**Led by Drs. Tanya Watford and Adam Brotman
from Boise VA Medical Center**



**Join us for a short mindfulness practice and learn more about
mindfulness through experience and
conversation.**



Employee Whole Health Healthy Teaching Kitchen Summer Series

Virtual Class on Teams

12:00 – 12:30 PM Mountain Time

4th Wednesday each month

**Hosted by Boise VA with
Madison Keller, RD**

HTK will resume in June!

June 26: Kale and Shaved Fennel Salad

July 24: Tropical Fruit Salad

**Recorded sessions and recipes are on Boise VA's
Employee Whole Health SharePoint Site
Want an Outlook invite? Contact Jeanette Berry**

Open to all VA staff!



QR code to join the call!



Pickleball Tournament Champs!



Champions: Whitney Jensen and Travis Wingo

Second place: Omar Otis and Orhwerakpojemre “Jemre” Okoh

It was an amazing championship match - Whitney and Travis won the tournament with a narrow 15 to 13 score!

Thanks to everyone who participated in the first ever Boise VA pickleball tournament and everyone who came to watch the matches.

Thanks Travis Wingo for organizing the tournament.

We're excited to share this event will return, with a beginners bracket next time! Keep an eye out in future all staff emails for the next tournament this fall!





BOISE VA MEDICAL CENTER

HOMELESS VETERANS STAND DOWN

28 SEPTEMBER 2024

8:00AM  3:00PM

500 W. FORT ST. BOISE, ID 83702

PROOF OF VETERAN REQUIRED
MEDICAL SCREENINGS, HAIRCUTS,
FOOD, SURPLUS GEAR & MORE

For more information call (208) 353-9769

LUNCH HAS BEEN GENEROUSLY DONATED BY CS BEEF PACKERS

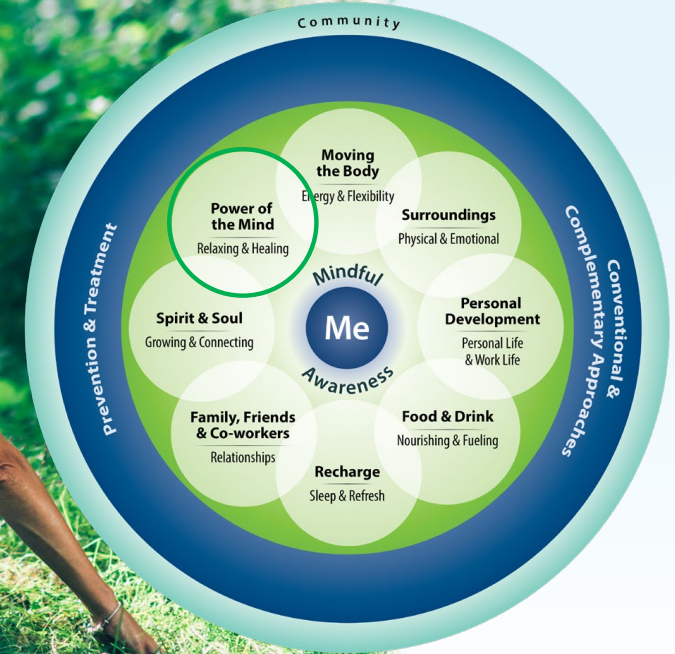
July Whole Health Theme: Power of the Mind & Mindful Awareness

Use your brain-body connection

Go here for information
and resources:



Learn more at
va.gov/wholehealth/



Live Whole Health.

VA



U.S. Department of Veterans Affairs
Veterans Health Administration