



SEPTEMBER 8-13 ENVIRONMENTAL MANAGEMENT SERVICES WEEK

*Thank you to all the hardworking staff
who keep the Boise VA safe and clean!*

THE BOISE FRONT

THE OFFICIAL NEWSLETTER OF THE BOISE VA MEDICAL CENTER

BOISE is HIGHLY RELIABLE

High Reliability Principles and Values

Learn, Inquire, and Improve

September 2024 | National Safety Poster

Learn how to support a Veteran in crisis and access resources by visiting VeteransCrisisLine.net.



Bridging Barriers: A Creative Approach to Veteran Care

C

CONTEXT

Jessica Curtis, the Suicide Prevention Telehealth Program Coordinator for VISN 10's Clinical Resource Hub, faced a unique challenge with a non-verbal Veteran who was experiencing suicidal thoughts and had written a goodbye letter on his computer. The Veteran had a feeding tube and severe visual deficits, among other health concerns. Undeterred, Ms. Curtis consulted the Veteran's previous therapist and identified creative support solutions to deliver evidence-based psychotherapy.

A

ACTION

Ms. Curtis coordinated sessions around the Veteran's feeding tube schedule to ensure consistent communication. She and the Veteran used the telehealth platform's screen share, magnification, and chat functions to communicate and work through Cognitive Behavioral Therapy for Suicide Prevention worksheets. Additionally, she connected him with Whole Health and peer support groups to reduce potential feelings of isolation stemming from his communication challenges.

R

RESULTS

After 15 sessions with Ms. Curtis, the Veteran graduated from the program and reported that he no longer wanted to end his life. Ms. Curtis demonstrated her commitment to Learn, Inquire, and Improve by focusing on creative adaptations of evidence-based practices to help the Veteran overcome barriers and find new appreciation for his life.



"Don't be afraid to ask for help. Brainstorm together and be willing to come up with creative solutions."

*Jessica Curtis, LISW-S, LICDC
Suicide Prevention Telehealth Program Coordinator
VISN 10 Clinical Resource Hub*



U.S. Department
of Veterans Affairs



For more information on High Reliability Organizations (HROs), visit:
<https://dvagov.sharepoint.com/sites/vhahrojourny>

VHA'S JOURNEY TO
**HIGH
RELIABILITY**

Your Care is Our Mission.

Internal VA Use Only

Congratulations BVAMC HRO HeROs!



Teal Team

Amanda Ireland, RN

Rayna Carrillo, RN

Sarah Castillo, RN

Lynn DeMasters, PA

Theresa Garringer, LPN

Jennifer Schaeffer, RN

Kimberly Smith, RN

Dr. Dawn King

It's About the Veteran!

Eight patients arrived at the Teal Team for a weekly scheduled bladder cancer treatment, and it was discovered that not enough medication was available. Many of these patients depend on others to be at this treatment and having to reschedule would have had significant impact on our patients.

Charge Nurse Amanda coordinated with a community partner to procure the medication.

Amanda personally drove to the facility to get the medication while other nurses on staff continued treatments with the patients and kept things moving. With the combined efforts of this team these patients received their cancer treatment in a timely manner.



Congratulations BVAMC HRO HeRO David Tarbet, CST



HRO Principles: Deference to Expertise & Commitment to Resilience

A Veteran was scheduled for a surgery in follow-up to a previous joint surgery in which the joint was infected. The remaining screws were very difficult to remove.

Mr. Tarbet used his experience and vast knowledge of the instrument inventory and requested alternative instruments to support the case. As new strategies failed, he continued to apply his expertise to make suggestions, which ultimately led to the successful removal of the hardware.

This is an example of the HRO principle of Deference to Expertise. Mr. Tarbet's specialized knowledge of every instrument available to aide in this situation was the game changer. Mr. Tarbet's Commitment to Resilience helped the situation by anticipating the trouble spots and lack of available options. The surgeon stated at the end of the case without Mr. Tarbet he would have had to close the shoulder and come back another day with a different plan.



CAREGIVERS!

VA
Caregiver
Support

JOIN US

NOV. 19
8AM - 2PM

BOISE VAMC
MTN. COVE GYM / BLDG. 54



VA

Boise VA
Medical Center



November is Caregiver Support Month!
This years theme is 'Caregiving - Refresh and Renew'

The mission of the Caregiver Support Program is to promote the health and well-being of family caregiver's who care for our nation's Veterans through education, resources, support and services.

Drop in and join us for a day of fun and relaxation designed with you in mind!

Caregiver Support Staff will be present to answer any questions.

Treats and music will be provided!

**VETERANS AND
CAREGIVERS
ARE INVITED!**

For questions please call the Boise VA Caregiver Support Program
Anita Primrose, AMSA (208) 422-1000 ext. 7364



**Kenneth
Weybright**

Employee of
the Month
JULY



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Every year the VA holds a BBQ to recognize the hardworking employees. When the announcement came out this year for the BBQ, Ken saw the night shift staff would not be able to attend the BBQ during the day. He took it upon himself to ask questions and get a hold of the committee chair to see if there was an option to have a BBQ after hours so they could attend. He helped coordinate the food effort, figured out where the BBQs were and was here the night of the BBQ to cook food for the night shift employees. Kens commitment to the VAs employee made sure they all were recognized for their day-to-day efforts. I would like to recognize Ken's efforts in this endeavor to make sure all employees felt included in this event.



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



**Natosha
Herrera**

**Employee of
the Month
JULY**



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HAS would like to nominate Natosha Herrera for her exceptional dedication and compassion in serving our veteran community.

Natosha is a Health Benefits Specialist in the Enrollment and Eligibility Office. She has been with the VA for just over a year and does an amazing job. Natosha was recently placed in a very stressful situation and handled it masterfully. She was following up on messages that were left on the Enrollment message line.

She returned one call to a veteran who sounded like he was in crisis. He was in a state of paranoia and didn't feel he could trust anyone. Recognizing the seriousness of the situation, Natosha immediately sprang into action, embodying the true spirit of advocacy and empathy that defines our organization. With unwavering determination Natosha kept the veteran talking while trying to locate someone in Behavioral Health that could take his call. She calmly kept him chatting and eventually found someone that could speak to the veteran. Despite the challenges and obstacles encountered, Natosha never wavered in her commitment to providing respectful and empathetic care. Her actions helped a veteran in a very tough place get the help he needed.



VA

Boise VA
Medical Center

*Please welcome our
new Integrity and
Compliance Officer,
Kaysa Weygandt*



~advice for~
**STAYING
HIPAA
COMPLIANT**

when using social media

What can healthcare providers do to help ensure HIPAA privacy and security rules are adhered to when posting online?

Here are FIVE tips to avoid disclosing PHI when using social media.



NEVER POST ABOUT PATIENTS

It's extremely difficult to anonymize patients-even the subtlest identifier could land you and your practice in a lot of trouble



DON'T TRUST MESSAGING SERVICES

Privacy of messages relies on the recipient keeping the information to themselves and not leaving themselves logged into public or office computers. Best to avoid private messaging altogether



EDUCATE YOURSELF AND OTHERS

Staff should always be trained and kept up to date with HIPAA compliance best practices and company social media policies



DON'T MIX WORK AND PERSONAL LIFE

Healthcare professionals should keep their personal and professional lives separate. Interacting with a patient online could result in PHI inadvertently being exchanged in the public domain



WHEN IN DOUBT, DON'T POST

People can make mistakes in the heat of the moment. Always take a minute, read the post back to yourself, and consider the potential consequence before hitting the "post" button.

This information is intended to clarify some issues that federal employees might not be aware of or are confusing. This is not meant to replace a thorough review of the law, policy, or official guidance. For more information contact me at Kaysha.Weygandt@va.gov or 208-422-1267.

VISN 20 Intimate Partner Violence Assistance Program

Presents:

3rd Annual Domestic Violence Awareness Month (DVAM) 2024

Virtual Education Summit

Special Topics in IPV

SAVE THE DATE

Wednesday, 10/09/2024

9AM—3PM (PST)

Presentations Include:

Intimate Partner Violence and Families

Tara Lzicar, M.Ed., LCPC

Technology Safety

Tyesha Riley

Maternity and Intimate Partner Violence

Laura Miller, M.D.

*Registration link will be sent in a subsequent email.

4.5 Continuing Education Credits available for:

ACCME, ACCME-NP, ACPE, ANCC,

APA, ASWB



VA



U.S. Department of Veterans Affairs
Veterans Health Administration

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)





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HELLO'S & GOODBYE'S



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

**Kelly Majcher, Primary Care
Angela Valderrabano, Nursing
Audrey Gilbertson, Nursing
Becky Hartman, Dental**

**Carlee Fountaine, Specialty Care
Christina Freer, Mental Health
Dalonna Fannin, Nursing
Daniel Bileddo, Nursing
Esperanza Garcia, Nursing
Gianna Dispenza, Nursing**

Jenna Baber, Nursing

Juan Mora, Nutrition and Food

Lisa Buehler, Health Administration

Nicole Letinsky, Mental Health

Samantha Goodrich, Primary Care

Selest Miller, Nursing

Scott Hanover, Nursing

Aubri Turner, Mental Health

Brittany Pullen, Mental Health

Caroline Caudill, Mental Health

Danielle Lonborg, Mental Health

Emma Clark, Education

Heather Manuz, Mental Health

Heather Naughtin, Mental Health

Janett Bowen, Education

Jennifer Cheyney, Mental Health

Mallory Haynes, Education

Olivia Hill, Mental Health

Rebecca Casebolt, Mental Health

Riley Hayes, Mental Health

Susan Harris, Mental Health

Alexis DeCarvalho, Health Administration

Julie Bayard, Finance

Koreem Roundtree, Health Administration

Olivia Purcell Ramirez, Community Care

Lucas Kevan, Facilities Management

Caitlin Sommer, Audiology

Eileen Holovac, Clinical Resource Hub



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HELLO'S & GOODBYE'S



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

Julia Rogers, Nursing
Nicole Roessler, Primary Care
Riley Fuller, Physical Medicine and Rehab
Steven Waltari, Directors Office
Matteo Monetti, Health Administration
Barbara Burton, Education
Craig Alexander, Finance
Dartangana Nimeskern, Facilities Management
David Nay, Facilities Management
Dale McGuffin, Facilities Management
Luke Charlier, Canteen Service
Darcy Fletcher, Nursing
Hodaka Abe, Surgery
Ashley Pettet, Nursing
Wendy Cary, Physical Medicine and Rehab
Susan Flores, Specialty Care

2024 Veteran Flu Shot Clinics



VA

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Tips for receiving your flu shot.

- Bring your VA ID card.
- Wear clothes that allow easy access to your shoulder.
- Ages 65+ years receive high dose vaccine.

***Get your flu shot from
your VA Primary Care
Team during a scheduled
appointment or at any one
of the flu shot clinics below.***

Boise VA Main Campus

Walk-up Clinic: 9/30 to 10/11 • 0830 to 1600
Drive-Thru Clinic: 9/30 to 10/11 • 0830 to 1530

Caldwell CBOC

Drive-Thru Clinic: 10/8 to 10/11 • 0800 to 1500

Twin Falls CBOC

Drive-Thru Clinic: 10/10 to 10/11 • 0830 to 1530

Eastern Oregon Outpatient Clinic

*Walk-in's welcome during business hours

Salmon Outpatient Clinic

*Walk-in's welcome during business hours

Mtn. Home Outpatient Clinic

Drive-Thru Clinic: 10/4 • 0830 to 1530

John Day Elks Lodge

Drive-Thru Clinic: 10/9 • 1000 to 1300



VETERANS AND PATRIOTS ASSOCIATION

VETS DAY OUT OFF ROAD RIDE

OCTOBER 12 0830 TO 1300

20 VETERANS ARE INVITED TO GO FOR A RIDE IN A 4X4 OFF ROAD VEHICLE IN THE MOUNTAINS OF IDAHO. VETERANS WILL BE CHOSEN ON FIRST-COME FIRST-SERVE BASIS.

LUNCH AND GIFT CARDS WILL BE GIVEN OUT TO VETERANS AFTER THE RIDE.

*TO SIGN UP CALL
TANA S. "MAUS" WOOTEN
AT (573) 512-0911*





VA

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NATIONAL PRESCRIPTION DRUG TAKE BACK DAY IS OCTOBER 11, 2024

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.

**DEA NATIONAL ^{Rx}
TAKEBACK**



FEEDING AMERICAN HEROES

WEDNESDAY

SEPTEMBER 11TH

1PM - 4PM

VA HOSPITAL

500 W FORT ST, BOISE, ID 83702

PROVIDING ESSENTIAL FOOD ITEMS AND SUPPLIES TO
HELP VETERANS STAY SAFE AND STILL BE ABLE TO
MEET BASIC NEEDS DURING ANY NATIONAL
EMERGENCY, CATASTROPHE, OR PANDEMIC.



**VETERANS
& FAMILIES**

**FOOD BOXES
AVAILABLE
WHILE
SUPPLIES LAST**

SPONSORED BY



The
Idaho
Foodbank



**United
Rentals**

REGISTER

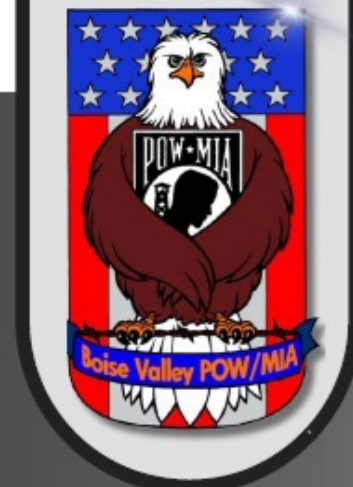
WWW.SVDPID.ORG/FAH-REGISTER

VOLUNTEER

WWW.SVDPID.ORG/FAH-VOLUNTEER

Join us at the Veterans Home
for the:

14th Annual
CHROME
@ THE
HOMES



Motorcycle Show & Shine!

Event Location :

Idaho State Veterans Home -Boise
320 N. Collins Rd. Boise, ID 83702

Date & Times :

Sunday, September 22nd

Registration at 9:00am

Opening Ceremony at 11:00am

More Information :

<http://bvpowmia.org/>

we are a 501c3

 Boise Valley POW-MIA

2023 People's Choice Winner!

