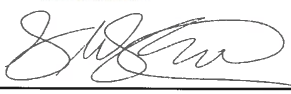
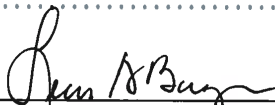
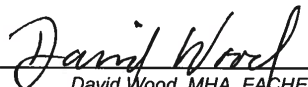


VHA Safety Culture Commitment

- 1 WE COMMIT** to provide executive leadership support and engagement in Safety Forums open to all staff members.
- 2 WE COMMIT** to supporting a robust Root Cause Analysis (RCA) program involving protected time for multidisciplinary, front-line staff participation.
- 3 WE COMMIT** to staying apprised of risks to Veteran safety through discussions with facility Patient Safety Managers.
- 4 WE COMMIT** to fully implementing National Center for Patient Safety (NCPS) Team Training and supporting front-line staff as they implement Unit-based Safety Initiatives.
- 5 WE COMMIT** to supporting all staff who “speak up” with safety concerns.
- 6 WE COMMIT** to embodying the principles of a Just and Fair Culture and using those principles to guide our response to human error.
- 7 WE COMMIT** to supporting human performance by standardizing processes and equipment where possible across the organization.
- 8 WE COMMIT** to the completion of a proactive risk assessment, such as a Health Care Failure Mode and Effect Analysis (HFMEA), within the organization, as required.


Shereef Elnahal, M.D., MBA
Under Secretary for Health (USH)

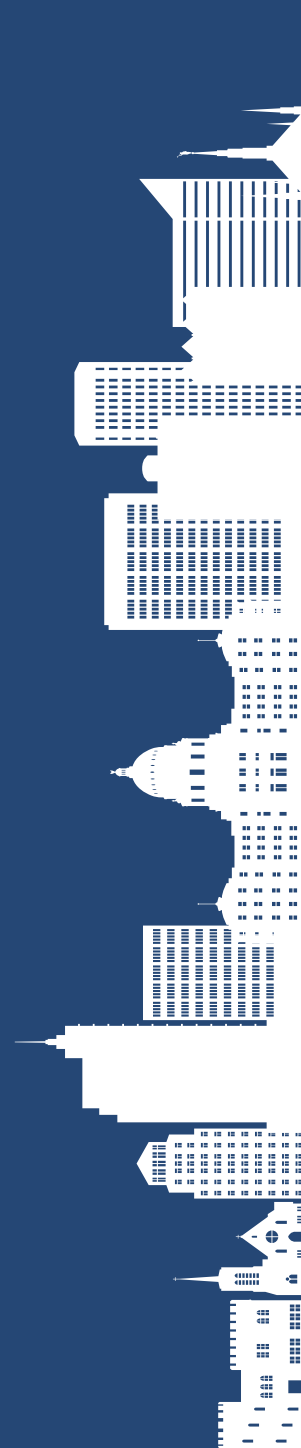

Teresa D. Boyd, DO
Network Director, VISN 20


David Wood, MHA, FACHE
Medical Center Director

VA



U.S. Department
of Veterans Affairs



THE BOISE FRONT

THE OFFICIAL NEWSLETTER OF THE BOISE VA MEDICAL CENTER

BOISE is HIGHLY RELIABLE

High Reliability Principles and Values

Duty to Speak Up

October 2024 | National Safety Poster

Speaking Up Improves Scheduling and Quality of Care

C

CONTEXT

While reviewing the procedure schedule for the upcoming week, Shanna Hassel, an Interventional Radiology (IR) nurse at C.W. Bill Young VA Medical Center (VAMC) in Bay Pines, Florida, noticed that two Veterans with the same last name were scheduled for the same procedure on the same day. Also, both procedures were scheduled to be performed by the same IR team.

A

ACTION

Recognizing the situation could cause confusion and create a patient safety risk, Ms. Hassel exercised her Duty to Speak Up and notified the charge nurse and radiologist. The team mitigated the risk by rescheduling one of the procedures to a later date convenient for the patient. Learning from this experience, the radiology schedulers and nursing staff members developed a "look-ahead" process to proactively identify potential scheduling issues.

R

RESULTS

Ms. Hassel's keen attention to detail and willingness to raise concerns helped enable safe, high-quality care for both Veterans. Speaking up for safety empowered the team to develop a new solution to help avoid preventable harm at the facility and increase trust in the VHA health care system.



"I saw a potential safety issue due to scheduling and spoke up to protect Veterans."

*Shanna Hassel, RN
Interventional Radiology Nurse
C.W. Bill Young VAMC
Bay Pines, Florida*

VA



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

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



Erin
O'Connor

Employee of
the Month
AUGUST



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Medical Center

Erin has already proven herself to be a valued team member despite only being with us a short while. She has quickly mastered the basic duties of the Accounting Technician position and is seeking to be challenged with greater responsibilities.

In addition to taking on special side projects, Erin agreed to be a timekeeper for Fiscal service. She quickly completed her online trainings and after only a little OJT she quickly became proficient with her newly acquired skills. This is an important duty and contributes greatly to the success and morale of the whole team.

Erin's efficiency, attention to detail, ability to problem solve, quickness to learn, computer skills, and customer service have all been an enormous asset to our department. This is particularly evident in her work, ability to train other staff, and interaction with customers. We are excited to have Erin on our team and look forward to working with her for years to come.



Carmen
Castillo

Employee of
the Month
AUGUST



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My husband is a veteran came in to have his lab drawn, he does not do well with needles, Carmen was very professional and personable, she made him feel at ease, with humor and conversation. My husband was very impressed with her technique,

Kudos to Carmen for her care and concern for veterans that have a fear of needles.



Robert
Solorio

Employee of
the Month
AUGUST



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Medical Center

Robert Solorio hired into the VA as a CNA on 2MS in March of this year. In this short period of time, he has done so many great things to create positive change for both employees and Veterans on 2MS. He has exhibited the ICARE values of commitment and excellence as he strives to make changes to improve the safety of our veterans and the cohesiveness of our CNA's.

Early on, Robert joined the 2MS US Teams Employee Engagement/ Patient Experience group. In that group, he has collaborated with the team to create standardized white boards to ensure appropriate communication was provided to our Veterans during their inpatient stay. He has also volunteered to be on the oral care committee and created a tool to be utilized on inpatient clinical units to ensure these cares were provided to our veterans according to unit and ONS policy. In addition, to improve communication between shifts, Robert updated the 2MS CNA report sheets and initiated recommendations to improve the correctness of report. This greatly improved the safety of our Veterans on 2MS.

Lastly, Robert was just recently recognized by one of our patients for the outstanding care he provided during this Veterans stay. We are so lucky to have someone on 2MS who is a great example to others, elevates the care we provide, and also strives to ensure the right thing is always being done for our Veterans. We are excited to nominate Robert for Employee of the Month.



Welcome To COMPLIANCE CORNER

Hatch Act

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

Social media is everywhere in today's world and accessible to most employees, even while at work. So it is important for federal employees to understand how their use of social media can run afoul of the Hatch Act.

In general, all federal employees may use social media and comply with the Hatch Act if they remember the following three prohibitions:

1. **On Duty or in the Workplace Prohibition:** Employees may not engage in political activity while on duty or at work. Political activity refers to activity directed toward the success or failure of a political party or partisan political group (collectively referred to as "partisan groups"), or candidate for partisan political office (candidate).
2. **24/7 Prohibition:** Employees may not knowingly solicit, accept, or receive a political contribution for a partisan group or candidate.
3. **24/7 Prohibition:** Employees may not use their official authority or influence to affect the outcome of an election.

Further restricted employees are subject to an additional restriction and may not engage in political activity that is on behalf of or in concert with a partisan group or candidate.

Examples of prohibited activity on a personal social media account

While on duty or at work, all employees may not:

- post or share a message about a candidate or a partisan group;
- tweet or retweet content supporting or opposing a candidate or partisan group; or
- invite others to a campaign rally or other partisan political event.

Even when off duty and away from work, all employees may not:

- tweet, like, or otherwise share a message that asks others to donate to a partisan group or candidate;
- share an invitation to a campaign or political party fundraiser; or
- use their official title or position to endorse a candidate.

In addition, further restricted employees may never:

- share or link to the account of a partisan group or campaign; or
- retweet a message from a partisan political group or candidate

Examples of prohibited activity on an official social media account or one that is being used for official purposes

Employees using such accounts may not:

- tweet or retweet a post about a partisan group or candidate; or
- follow or link to a candidate's campaign website or the account of any candidate or partisan group.

Reminder: These restrictions apply regardless of whether an employee is using government equipment or a personal device or whether the employee's social media account is private, public or uses an alias.

Have a question? If you identify a risk or have a compliance concern, **please don't hesitate to reach out to me**, Kaysha Weygandt, Integrity & Compliance Officer at Kaysha.Weygandt@va.gov or call 208-422-1267. 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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VA

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HELLO'S & GOODBYE'S



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

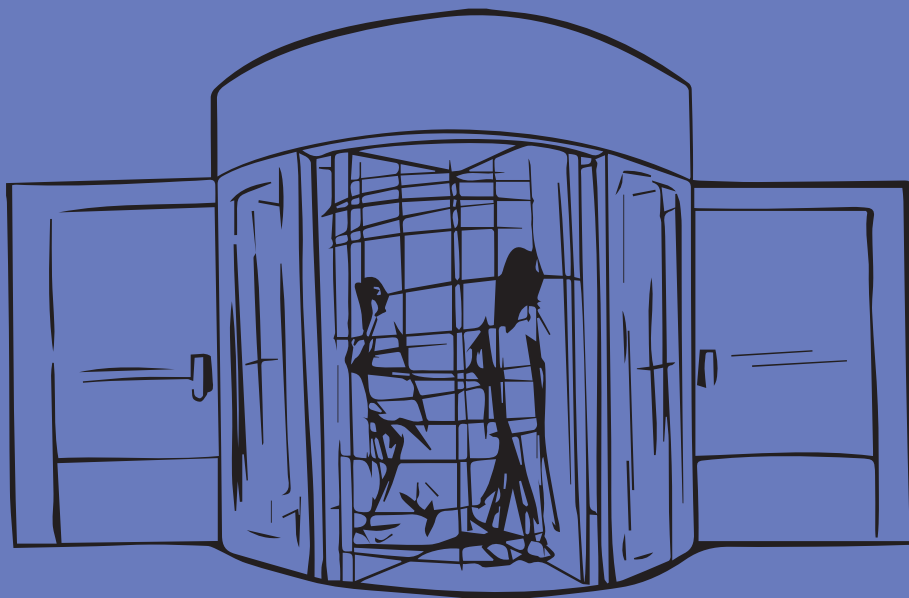
Anna Schreiber, Diagnostic Imaging
Bruce Duncan, Laboratory
Jennifer Penzotti, Specialty Care
Kristin Smith, Nursing
Monica Satake, Dental
Amanda Cummings, Health Administration
Chloe Smith, Nursing
Joy Widman, Nursing
Juliet Clark, Primary Care
Katherine Nelson, Nursing
Katrina Swan, Laboratory
Kimberly Costello, Diagnostic Imaging
Kristoffer Bea, Primary Care
Michelle Garrett, Specialty Care
Rachael Berman, Nursing
Sharette Kitzhaber, Health Administration
Timothy O'Brien, Dental
Trenton Fuller, Dental
Trevor Kuttler, Laboratory
Xiaoming Shi, Surgery
Toni Story, Quality
Lacy Densley, Facilities Management
Ysabelle Bracero, Facilities Management
Nykol Zimmerman, Laboratory
Shauna Rankin, Primary Care
Aldo Mendoza, Physical Medicine and Rehab
Lisa Harris, Primary Care
Kaitlin Haws, Clinical Resource Hub
Luis Farias, 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 September 2024:**

Joshua Anaya, Nursing
Shawna Martinez, Primary Care
James Gieringer, Clinical Engineering
Maria Duarte, Pharmacy
Sarah Weekes, Pharmacy
Daniel Critchfield, Nutrition
Torey Graber, Nursing
Joel Swanson, Primary Care
Kathleen Rathfon, Nursing
Jessica Bresnahan, Nursing
Shane Vitagliano, Nursing
Becky Hartman, Dental
Belinda Jacobsen, Nursing
Jesse Majxner, Physical Medicine and Rehab
Sherry Swearingin, Anesthesiology

2024 Veteran Flu Shot Clinics



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Boise VA
Medical Center



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

Boise VA
Medical Center

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**





Wear Purple Day

October 17, 2024

Wear purple to raise awareness about domestic and intimate partner violence.

Keri Barbero, LCSW
Violence Prevention Coordinator
208-570-2625



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)



New NADA Certified Staff

In September, Boise VA sent four staff members to become certified with the NADA protocol with Spokane VA. Congratulations to:

- Jean Kutty, Lac, LCPC – Acupuncture Clinic
- Angie Radimer, PA – Women's Wellness Center
- Shawnee Montierth, NP – Behavioral Health, TRC
- Jeanette Berry, RN – Veteran & Employee Experience Office

Jean Kutty was selected as one of six national trainers, so we are proud to have her represent Boise VA!

What is NADA?

NADA stands for National Acupuncture Detoxification Association and is a 5-point ear acupuncture or acupressure protocol. This protocol stems back to the 1970s treating substance use recovery in New York, which supported the response to the heroin and methadone epidemic.

What can NADA help with?

A lot! It can help with general well-being, pain, substance use recovery, tobacco cessation, mental health conditions like depression, anxiety, PTSD, insomnia, and more! We are excited to offer this to our Veterans soon. Per VA policy, employees can get NADA acupressure for well-being, but NOT acupuncture.

When and where will NADA be offered?

When our start-up processes are ready (credentialing, supplies ordered, etc.), we plan to offer NADA in the Transformation and Recovery Center (TRC), and potentially through some Primary Care group clinics. We want to have open hours for employee acupressure, so keep an eye out for all staff emails.





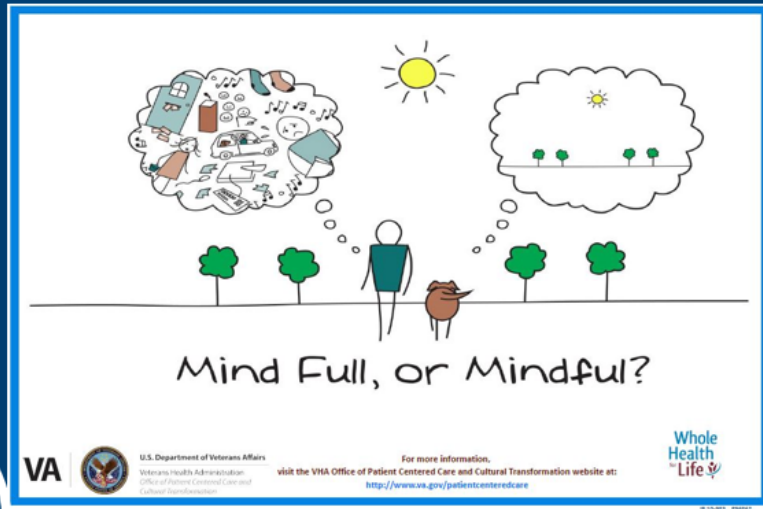
Upcoming Employee Whole Health Classes

Want an outlook invite?

Contact Jeanette Berry, Employee Whole Health Coordinator

Next Be Here Now Class is an "Ask the Teacher" Session - Please join us!

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.**



2024 Employee Whole Health Healthy Teaching Kitchen

Virtual Class on [Teams](#)

12:00 – 12:30 PM Mountain Time

4th Wednesday each month

Hosted by Boise VA with Madison Keller, RD

August 28: [Sauteed Swiss Chard](#)

September 25: [Banana Oat Chia Pudding](#)

**October 23: [Chocolate Chip Chickpea
Cookie Dough](#)**

November 27: [Simple Pumpkin Pudding](#)

December: *No session – happy holidays!*

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:





Boise VA Medical Center Team Training Classes Available

What is Team Training (TT)?

TT is a multi-disciplinary program developed by the National Center for Patient Safety (NCPS). With roots in aviation's Crew Resource Management, TT teaches multi-disciplinary teams specific safety behaviors and tools for application in our everyday work environments.

Why Team Training?

The goal of TT is to create high functioning teams. The behaviors & tools shared in TT help avoid patient harm by recognizing & managing risks & threats that occur in daily work. These safety behaviors assist teams in detecting & handling small errors so they don't result in larger or catastrophic events.

Who Should Attend?

All staff are welcome and providers & staff working in clinical areas are strongly encouraged to attend.

How to Register: Use these direct links

Team Training Registration Link 10/11/24
Team Training Registration Link 10/25/24
Team Training Registration Link 11/08/24
Team Training Registration Link 11/22/24
Team Training Registration Link 12/06/24
Team Training Registration Link 12/20/24

More classes coming in 2025!

Visit [High Reliability Organization \(HRO\) \(sharepoint.com\)](#)

Details:

This is a 4-hour, in person training, located in the VA Regional Office Building

Course Content:

	BUILD HIGH FUNCTIONING TEAMS
	LEARN BEHAVIORS CRITICAL TO HRO MATURITY
	DESCRIBE A SYSTEMS APPROACH TO HUMAN ERROR
	LEARN LEADER STRATEGIES FOR USE IN CREATING PARTICIPATORY FRONT-LINE TEAMS
	LEARN THE CHARACTERISTICS OF AN EFFECTIVE FOLLOWER
	LEARN HOW TO USE THE EFFECTIVE FOLLOWERSHIP ALGORITHM TO ESCALATE SAFETY CONCERNS
	LEARN HOW SITUATIONAL AWARENESS AFFECTS INDIVIDUAL AND TEAM DECISION MAKING
	LEARN COUNTERMEASURE BEHAVIORS TO MANAGE THREATS TO SITUATIONAL AWARENESS IN DAILY OPERATIONS
	IDENTIFY TEAM TRAINING BEHAVIORS TO HARD WIRE INTO DAILY OPERATIONS THROUGH THE IMPLEMENTATION OF A UNIT-BASED SAFETY INITIATIVE

Contacts:

Tami Schaller, HRO Coordinator

Linda Petersen, SRI Coordinator

