



PEOPLE • SERVICE • QUALITY • STEWARDSHIP

# This & That

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

June 29, 2010

## 2010 Nursing Peer Excellence Awards

Our nursing staff provides Indy Excellent Service to our Veterans. The Nursing Peer Excellence Awards are given out each year for a nurse that exemplifies all that is good in nursing and embodies the elements of Indy Excellence: positive attitude, dependable, trustworthy, good clinical knowledge, patient advocate, supportive, accountability and ownership and commitment to coworkers. The 2010 winners are:

### 8 South

Veronica Bingham

### Cath Lab

Julie Fischer

### Dialysis

Susan Nielsen

### MICU

Raenita Mears

### PCS/Medicine Case Managers

Elliot Taylor

### Specialty Care Clinics

Katrina Cox-Rivers

### 4W

Gregory Pence

### 7 South

Julie Turner

### 8 North

Jennifer Spink

### CBEC

Gregory Bowen

### Primary Care Clinics

Susan Kessler & Clayborne Curry

### Nursing Education

Laurie Webb

### Domiciliary

Carolyn Williams

### Emergency Room

Rachel Hopkins

### Evidence Based Practice

Jo Lee Coleman

### GI/IR

Susan Barfield

### IV Team

Janet Defelice

### OCU

Susan Rodman

### Outpatient PCS/Mental Health

Tammy Jones

### Quality Management

Patricia Calvin

### SICU

Lynn Short

### Bed Management

Rosanna Rodgers



## E-mail from the Executive Management Team



This communication is regarding service, one of the key pillars of Indy Excellence. As a reminder, the Indy Excellence web page describes service as follows: *"Our daily efforts contribute to the welfare of our Veterans and one another. Good customer service springs from individuals within the organization. It requires compassion, and the ability to understand that only by routinely putting the needs of the customer first can we hope to be first as an organization."* These are powerful words but are only meaningful when truly lived out each day by every employee at our VA Medical Center. And every day we all see many examples in our great co-workers of outstanding service provided to our Veteran patients, fellow employees, and our trainees. I have worked with many people over my years of service at this great VA Medical

***"Our daily efforts contribute to the welfare of our Veterans and one another. Good customer service springs from individuals within the organization. It requires compassion, and the ability to understand that only by routinely putting the needs of the customer first can we hope to be first as an organization."***

Center and also have the opportunity to work with many others in various service projects in our local community and in other countries. I have found three key

factors in living out service to others in our daily lives: our character, our values, and being "others focused." Out of our character (our individual characteristics, qualities, traits) and our values (principles) flow the actions and behaviors that we carry out, including the acts of service we provide to all of the people we encounter every day. Whether we are "others focused" or more "self focused" is also a key aspect to truly living out service to others at work and in all areas of our lives. I am saying these basic things as it is usually the basics in life that we sometimes have the most difficulty with but that are so key to everything we do. Through personal reflection, feedback and learning from others, and a dedication to personal growth throughout our lives, we can continually grow in learning how to better live out a life of service to others that will brighten and enrich the lives of our Veteran patients, their families, and everyone in our lives.

**Ken Klotz, M.D., Chief of Staff**



## ***Welcome Jeff A. Nechanicky***

Mr. Nechanicky joined us as the Assistant Medical Center Director June 22. He will exercise oversight for the following services: Chaplain, Environmental Management Service, Nutrition and Food Service, Police Service, and Safety Service. He joins us from the Northampton VAMC where he served as the Chief Financial Officer.

Mr. Nechanicky began his career in healthcare as a clinical laboratory manager in 1982 when he entered active duty as a second lieutenant in the United States Army. He served in various staff and leadership positions during his 21 year career in the army. His military service culminated in his serving as the Assistant Chief of Staff for Resources Management for the Southeast Regional Medical Command located in Augusta, Georgia. Mr. Nechanicky retired from active military service in 2003 as a Lieutenant Colonel, and has been inducted into the Army's Order of Military Medical Merit.

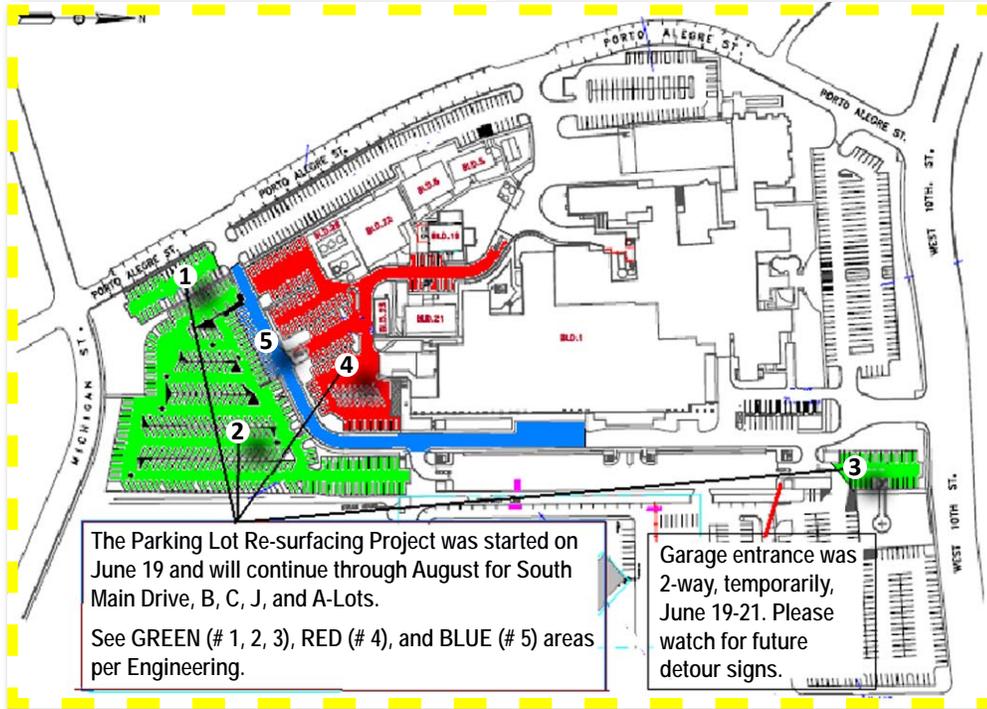
After retiring from the Army in 2003, Mr. Nechanicky joined the VHA as the station CFO at the VAMC in Omaha, Nebraska. Subsequently he served as the CFO in Atlanta, GA and Leeds, MA focusing on employee engagement and empowerment in business practices. During his tenure at the Northampton VAMC, Mr. Nechanicky served on the national VHA Financial Management Advisory Committee. He is currently on the VHA Regents Advisory Council and is a Fellow in the American College of Healthcare Executives. Mr. Nechanicky is also a graduate of the 2008 Executive Career Field (ECF) Development Class and the Class of 2007 Leadership VA (LVA) program.

*Farewell, Betty Goolsby!*





# Sidewalk and Parking Construction



Appropriate conversations on the shuttle bus!



Staff riding the shuttle should practice professionalism when discussing work issues with another passenger or on the phone. In addition to protecting patient privacy, we need to be careful when talking about sensitive work issues, such as:

- *what may have happened at a meeting*
- *something about another employee*
- *or what's going on in a particular department*

The parking lots, roadways, and sidewalks are undergoing construction which will cause disruption to staff and patients. Asphalt work is scheduled for weekends and will require closure of some parking lots. While there is a schedule, the work is unpredictable due to weather. If staff park in lots undergoing construction, they may need to move their cars. Engineering and Police Service will keep the parking page as up to date as possible with information on schedules and closures. Please watch for signs and check the Police Service parking intranet web page.

For those of you who ride the shuttle, from July 6-9, the entrance to Cold Spring Road (CSR) will be closed due to the city sewer project. VA staff and shuttles will be utilizing the main entrance of LaRue Carter to access the CSR parking from the road running along the fence line of Coffin Golf Course.

Please watch for signs and visit the Police Service parking intranet web page: <https://vaww.visn11.portal.va.gov/sites/Indianapolis/sw/police/default.aspx>

## 2010 Indy VA Internal Communication Survey - starting July 12

How do you find out about information concerning facility events and announcements? Good news, the 2010 Indy VA Internal Communication Survey will be conducted starting July 12. The goal of this survey is to find out how well informed you are about information of general interest to em-

ployees, including:

- ✓ **education programs**
- ✓ **benefits information**
- ✓ **career opportunities**

By filling out this survey, you will take part in en-

sureing that our medical center's communication tools are effective in disseminating pertinent information. For the first time ever, the Indy VA Internal Communication Survey will be implemented using SharePoint. Watch for a link to the survey in the next few weeks.

**Communication tools:**

- **Web page**
- **Weekly Highlights**
- **Info Channel**
- **This & That**



## Indy VA Receives Three-Year CARF Accreditation

*Stephen Black, Rehabilitation Coordinator*

In the rehabilitation community, a three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation is the gold standard for excellence. As of June 21, our RITS unit and our Amputation System of Care have both received their three-year accreditation. This is the result of some extremely hard work and dedication by the therapy, nursing, physician and social work staff of the RITS and our Amputee Rehabilitation Coordinator. Attaining a three-year accreditation requires an agency to conform to over 190 standards, each focusing on delivering state of the art, comprehensive, compassionate and patient-centered care. We also received an exemplary conformance for the work that Bill Hammer and Matt Habecker have done with the Pro-digit, the world's first prosthetic thumb. There are several individuals whose efforts deserve recognition: Dottie Grubb, Jo Lee Coleman, Nancy McKinley, Alix Walker, Andy Brown, Carlos Becerra, Liz Godby, Dr. James Lohman, Matthew Habecker, Dr. Doug Mottley, Dr. Andy Moser, Anita Munoz-Boyle, Darla Metzger, Victor Labra, Greg Pence, Sherrie Adkerson, Lillian Abdur-Rahman, Andrea Haycox, all the other off-tour nursing staff, and many others. We would also like to send out kudos to the members of HR, EMT, Patient Safety, Infection Control, and all the other services who ensured a very smooth survey for us. *Congratulations and thank you!!*

## Women's Health Mini-Residency

*Leigh Lindquist, Women Veterans Program Manager*

To meet the health care needs of a growing population of women Veterans, VHA developed a Mini-Residency Program in Women Veterans Health. The 2.5-day national mini-residency program has been offered in nine regions across the country since 2008.

Because the national program can train only a finite number of providers, grants were offered for local facilities to host the program and Indianapolis was fortunate enough to be awarded one of these grants. This grant will provide the opportunity for primary care providers to receive the same national curriculum and format at the local level. Attendees are given up-to-date information on various women's health topics such as cervical cancer screening, sexually transmitted infections, contraception, and management of breast masses.

The course is scheduled for November 2-4, 2010 at the University Place Conference Center and will include hands-on training at the Fairbanks Hall Simulation Center. Detroit will also be hosting a mini-residency September 14-16, 2010. Both of these offerings will be available to all VISN 11 primary care providers and are limited to 40 participants at each site.

*These courses fill up quickly and any primary care providers who are interested in attending either course should contact Leigh Lindquist, Women Veterans Program Manager, at (317)988-4642.*



## Happy Birthday, America!

**The Fourth of July.** On this day in 1776, the Declaration of Independence was approved by the Continental Congress, setting the 13 colonies on the road to freedom as a sovereign nation. As always, this most American of holidays will be marked by parades, fireworks and backyard barbecues across the country.



### Years of Service Awards

#### 25 Years of Service:

- Phillip Vanrenterghem
- Darryl W. Perkins,
- Christie J. Spurling
- Ronnie L. Martin

#### 35 Years of Service:

- Martha S. Thomas
- Margaret S. Smith



### Your Right to Report:

- Patient safety or patient care concerns  
Contact: The Joint Commission  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Phone: (800) 994-6610
- For criminal activity, waste, abuse, mismanagement, and safety issues  
Contact:  
The Office of Inspector General  
Email: [vaoighotline@va.gov](mailto:vaoighotline@va.gov)  
Fax: (202) 565-7936

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