

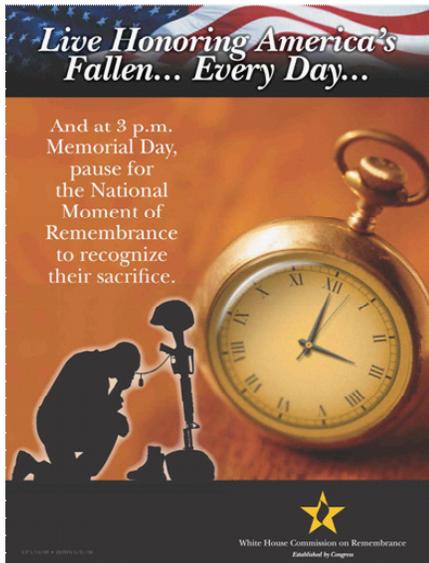


PEOPLE • SERVICE • QUALITY • STEWARDSHIP

This & That

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

May 18, 2010



Memorial Day

There is no observance in America more somber than Memorial Day. In events held across America this year's Memorial Day weekend, people gather in little towns and great cities for a well defined purpose: to remember our war dead, to pay homage to their sacrifice and courage, and to recall the selflessness that embodies military service. Indeed, throughout Europe, Africa and the Pacific Islands, Americans and our foreign friends alike pay their respects by visiting our Nation's many cemeteries abroad.

This year, as in years past and years

to come, the Department of Veterans Affairs plays a key role in these observances. On Memorial Day, millions of Americans gather on the pastoral lawns of our 123 national cemeteries, dotted with row upon row of markers that note the final resting place of some of our Nation's most courageous citizens. By virtue of scale, solemnity and serenity, it is moving beyond words, and brings home in graphic detail the supreme cost of defending democracy.

Across the generations – indeed, across the centuries – Americans have answered the call to duty and many paid the ultimate price. The America we know today would not be the same were it not for the men and women we honor on Memorial Day.

The latest generation of American Veterans is engaged in a struggle no less critical to history than their predecessors. Everyday, young men and women are returning from Iraq and Afghanistan after having served as sentinels in the Global War on Terror. Most come home to joyous reunions with loved ones and revel in the collective sigh of relief that marks a safe return. Others come

home with the visible and invisible wounds that are the tragic hallmarks of armed conflict, while still others return in solemn, eternal repose beneath an American flag.

This is why we pause and remember every Memorial Day – this year and every year. We remember those who have paid the ultimate price for America and all humanity, but we also reflect on the achievements wrought by their sacrifice. Life and liberty are God-given rights, but throughout history, the task of defending these high ideals has fallen to ordinary men and women of extraordinary courage and fortitude.

Their perseverance and loyalty to a higher calling is central to what and whom we honor each Memorial Day. Let us never forget those who have fallen and the immeasurable good for which they have laid down their lives.





E-mail from the Executive Management Team *Stewardship – Another Perspective*

In past articles, we have explored organizational stewardship from the view of Peter

Block in his book “Stewardship”. He suggests organizational stewardship consists of economic accountability, information management and business integrity. The High Performance Development Model suggests, organizational stewardship, among other qualities, is showing a concern for co-workers and customers (our Veterans).

If our patients have been looking at newspaper headlines, they may be concerned about healthcare’s stewardship in safeguarding their information. We have read about laptops being misplaced with patient information on it, thumb drives lost with health insurance data, computer screens left open in public areas, patient names and diagnosis shared on social networking sites or documents/medications sent to the wrong person. What if you, or your loved one, were affected by one of these acts? Would you be concerned about private information becoming public or your identity used by others to harm you? These are all real concerns.

Each year, about 53,000 patients with 9,000 hospital discharges and 450,000 outpatient visits, shared very personal information with us. As healthcare providers, we have access to very private information as well as very specific demographic information – address, birth date, social security numbers to name a few. Whether one provides direct patient care or supports those who do, we are surrounded by patient information. How do we protect our patients and their information?

There are some things each of us can do to protect the private information of our patients. Are you doing all you can to protect their information – let’s see.

Social networking – many of us use social networking sites such as MySpace or Facebook to share events or keep in touch with friends. These sites can also be accessed through networking by others, so venting the specific activities of a day at the Medical Center is not as private as you think. This is not a site to share specifics about our patients.

Elevator – mum is the word in elevators when it comes to discussing information about our patients. Respect patient privacy by not sharing information in the elevator. If you are carrying patient documents in an elevator, be sure the identity of the patient can not be seen.

Log books – paper log books in clinical areas may be convenient to use but are easily lost or misplaced and contain readily identifiable patient information. Use a spreadsheet on the computer to keep the information secure, while still accessible to those who need to know.

Recycle bins – though we are moving to an electronic society, we still generate a lot of paper with patient information. Safeguard the patient specific information. When you finish with a document, dispose of it in the large Iron Mountain recycle containers. What do you do if the container is full? Tell the housekeeper on your unit or office area and they will gladly have the container emptied. What if you find patient information? Give it to a unit manager or your supervisor for proper disposal.

Waste baskets – if the document contains patient identifiable infor-

mation do not put it in a waste basket; use the Iron Mountain recycle bin. If your area does not have a recycle bin, call Environmental Management Service to arrange for one.

Public transportation – at the end of a long day, you might want to share experiences or events with a colleague. The shuttle bus is not a good place to share as others can hear your conversation and may even be able to identify the patient. Many of our patients have relatives and friends who work at the Medical Center; we would not want to disclose personal information.

Cell phones – there is no such thing as a private cell phone conversation in a public area.

What else can you do and we do as a Medical Center, to keep patient information private? If you have other ideas, please email them to me so they can be share with others. Let’s all safeguard the information patients have entrusted to us. Let us be good stewards.

Betty Goolsby, Associate Medical Center Director

Correction



Our apologies. In the last issue, we inserted an incorrect photo. This image is the correct photo for Patricia Lindsay, the recipient of the CREW Pharmacy Technician of the Quarter Award.



Derek Payne



National Disabled Winter Sports Clinic

The National Disabled Winter Sports Clinic (NDWSC) is an annual event where seriously injured Veterans challenge themselves to learn and improve their skills at snow skiing and other activities that strengthen the body and mind. Like many at the VA, I take great pride in the special mission and service to Veterans our organization provides. However, my administrative work at the medical center seldom allows for significant interaction with our Veterans, leaving an opportunity to do more. In the summer of 2008, I read an article in the VA publication VAnguard about the NDWSC and knew I wanted to become a part of it. During this year's NDWSC I worked as a Team Leader connecting Veterans with the clinic by serving as their liaison to the clinic. Working directly with Veterans at the clinic helped me connect with our Veterans and improve my understanding of traumatic brain injury, spinal cord injury, orthopedic amputations, visual impairments and other conditions that challenge our Veterans. Serving as a Team Leader at the NDWSC is educational, moving, rewarding and my opportunity to do more. I encourage everyone to enrich their career by finding their opportunity to do more.

The "P" Word

Parking – we all know the challenges but why are they so hard to solve? Believe it or not, there is a VA Central Office methodology that takes workload, number of beds, number of visits, and number of staff members and determines how many parking spaces are needed. The latest analysis shows that the Indianapolis VA Medical Center requires 2,265 spaces to meet the needs. By the year 2020, the need grows to 2,968 spaces. The latest inventory shows that the medical center has 1,266 available, not including the spaces at Cold Spring Road. So you can imagine that with this big deficit, parking is a challenge. The lease of 500 spaces off site is progressing through the contracting process and should be awarded this summer. Engineering is working on an approximately \$10 million project to build another parking garage here at West 10th Street. Everyone feels the pinch including our Veterans and the medical center will continue to tackle the problem. Employees who carpool and ride public transportation can make a difference as well as save some money. For additional information on carpooling, contact Police Service and for the transportation benefit, contact Richard Hawk in HR.



Indianapolis Bike-to-Work Day, Friday, May 21

Did you know that...

- Our medical center is located on one of the best urban greenway trail complexes in the Midwest?
- Roudebush VAMC has some of the best locker and shower facilities among all downtown employers?
- You can save up to \$3.00 per day in gas alone for each round trip you pedal in to work? (Cyclists get the energy equivalent of 1500 miles per gallon.)
- When commuting by bicycle, you are assured the BEST free and OPEN outside parking spot on the facility grounds?
- Both Indianapolis and Carmel have been recently designated as "Bicycle-Friendly Communities" by the League of American Bicyclists for recent efforts at adding bike lanes to existing streets as well as rail-trail conversions and creation of new bike paths?

As part of the May 17-21 National Bike-to-Work week, Indianapolis will host Indianapolis Bike-to-Work Day this Friday, May 21. If you have never tried cycling to work, this is your chance - you won't be disappointed! Organized commuter group rides, led by experienced cycling commuters from the Indianapolis community, will leave from 11 different locations around the greater Indianapolis metropolitan area for rides at a leisurely pace into the downtown area beginning at 6:30am. All will arrive at Monument Circle no later than 8:00am. Join Mayor Ballard for a community breakfast on the Circle anytime from 6:30 to 9:00am. There will be lots of exhibits, samples and freebies. After the gathering, the ride to the medical center is a short, safe trip west on the White River Greenway.

Remember, any comfortable bike will do. You don't need special equipment! For a list of the rides' starting points, go to the www.bicycleindiana.org Bike to Work Month link.

For more information about bicycle commuting to the medical center, contact any one of the following:

Tom Schumacher, ext. 8-2336; cell 416-4307

Mark King, ext. 8-3957

Brian Eaton, ext. 8-4203

Robert Lambert, ext. 8-2566

VA Hospital Blood Drive
Tuesday, June 8th
9am-1:30pm
C-1202

VA Veteran Family Firearm Safety Program



The VA cares about your family's safety. Veterans, contact

any VA social worker for your FREE gunlock.

The VAEA Needs You!

The Veterans Administration Employee Association (VAEA) has sought the assistance of the People Team to seek out motivated employees interested in boosting morale throughout the medical center. Employee Associations and their interests are essentially private matters but are composed entirely of VA employees. Volunteering with the VAEA on your off-hours (i.e. lunch break, day off, before or after work) is not only a great networking and resume building opportunity, it presents the opportunity to be part of an association comprised of like-minded individuals who utilize everyone's collective strengths to boost employee morale through Indy Excellence. If you would like to be part of the VAEA, contact Rebecca Marcus ext. 82428 or Jenny Karst ext. 82687 for more information.

Welcome New Employees

Alyson Clough Emmanuel Kolleh
Doris Delp James Lakin
Shytierra Gaston Donald Pence
Eric Gilkey James Proft
Larry Hankerson Lawson Waling
Zack Henz Monica Windle



Secretary of Veterans Affairs Message for Asian Pacific American Heritage Month

During May, a month of renewal and promise, we celebrate Asian Pacific American Heritage Month to honor the great amalgam of nationalities and cultures represented by more than 16 million Americans who trace their roots back to Asia and the Pacific. Their contributions have helped renew America for many generations. Their vitality and energy underscore America's promise of continued freedom and leadership throughout the 21st Century.

Too long relegated to the footnotes of American history, the accomplishments of Asian Pacific Americans are today widely recognized in all segments of American life – cultural, economic, political -- and in an area I am personally familiar with, military service.

I grew up with stories of heroism and dedication of Asian American soldiers who fought tyranny during World War II while fear and prejudice at home plagued their families. These men were and are my heroes and what they did during and after military service helped push this Nation to the understanding that diversity is one of its core strengths and a cherished American value.

Today there are more than 340,000 Veterans of Asian and Pacific Islander heritage and some 90,000 Asian and Pacific Americans serving in our armed forces—on active duty and in the National Guard and Reserves—with the same dedication and commitment as those who served in World War II, Korea, and Vietnam.

It is with great pride that I join the Department of Veterans Affairs in honoring these Veterans, and all our citizens of Asian American and Pacific Island descent, including some 17,500 VA employees, during Asian Pacific American Heritage Month. *Eric K. Shinseki*

Get a Life - Get an Education!

Be sure to stop by the annual Education Fair on Thursday, June 3, 2010, 9:00 am to 2:00 pm, in room C-1202. Representatives from colleges and universities in the central Indiana area will be on hand to display informational brochures and answer employees' questions about the specific programs offered by their schools. No registration is necessary. Participating schools include:

DeVry University
Indiana College Network
Indiana Tech
Indiana Wesleyan
IU School of Nursing
IUPUI

IVY Tech State College
Marian College - Adult Programs
Oakland City University
University of Indianapolis
Walden University

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This & That is also on the VA Intranet, <http://vaww.indianapolis.med.va.gov>.

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