

Happy New Year INDY INSIGHT

Victories, Visions & Views

Thomas Mattice, Director

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

January 2013

PEOPLE • SERVICE • QUALITY • STEWARDSHIP

Information Desk Employees Set Welcoming Tone

You don't get a second chance to make a good first impression.

If that adage is true, then Robert "Bob" Van Meter and Jack Hunt – along with David Allison at the 10th Street information desk as well as many volunteers -- have very important jobs here at Roudebush VA Medical Center.

Manning the information desk in the atrium, Bob and Jack are front and center for the medical center each and every weekday.

When a Veteran, family member or visitor comes through one of our entrance doors, it takes just a quick glance for them to form an opinion about how they are going to be treated and considered, not only by our medical center staff but by VA as a whole.

So if that's the case, then Bob and Jack, and the rest of the team working the information desks are certainly the right people in the right place.

"We set the tone for the patient's experience while they are here," explains Bob, who is a 59-year-old Air Force Veteran and the lead information

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Atrium Information Desk: Jack Hunt (left) and Bob Van Meter.



10th Street Lobby Information Desk: Garry Maxey (left) and Claudis Dobbins.

Patient Safety Heroes Receive High Honors

Medical center employees Aleksandra Radovanovich, Clinical Nurse Specialist; Dr. Daniel J. Livorsi, Infectious Disease physician and Becky Hague, RN, MICU Unit Manager, were awarded the coveted Patient Safety Hero Award presented by the Indianapolis Coalition for Patient Safety (ICPS), November 20 at the Lilly Corporate Center in Indianapolis.

The three were recognized for their work in reduction in central line infections, were part of the Central Line Acquired Blood Stream Infection (CLABSI) group that has been active since 2007.

The group has made tremendous achievements toward creating a culture of patient safety for central lines and implemented processes that are sustainable and spreadable across the medical center.

Helping present the award were Medical Center Director Tom Mattice and Indianapolis Mayor Greg Ballard.

The Indianapolis Coalition for Patient Safety is comprised of chief executive, medical, nursing, quality, safety, and pharmacy officers from six Indianapolis health systems.

The awards are given to individuals or groups at each member hospital that have championed a specific patient safety project. Representatives from member hospitals were recognized for their

commitment to safety culture, positive impact on patients, and sustainability.

Since being founded in 2003, the ICPS provides a forum for Indianapolis-area hospitals to share information about "best practices" and to work together to solve patient safety issues in Indianapolis and surrounding county hospitals.



Left to right: Medical Center Director Tom Mattice, Dr. Daniel J. Livorsi, Aleksandra Radovanovich and Mayor Greg Ballard. Not pictured Becky Hague.



Thomas Mattice
Medical Center Director

Email from the Executive Management Team

Thank you for a job well-done

How did this happen? We have gotten through another year, and are beginning 2013! It seems that every year passes by a little more quickly. Maybe it's just me, or maybe it's the pace to keep up, or maybe it's the excitement of our accomplishments and progress.

I am ever more convinced that across the VA and particularly here at Roudebush we provide outstanding care to our Veteran patients. We are given ever more challenging performance measures which we meet and exceed. We greet our patients at every stop they make with kindness, courtesy and caring attitudes.

We attend Planetree, CREW, huddles and systems redesign workweeks to improve ourselves and our processes as we always aim higher. We expand our services, reach out in new ways and develop new programs to offer our patients an expansive suite of healthcare services not duplicated anywhere else. We reach out to our communities through Veterans organizations, volunteer efforts, the Combined Federal Campaign and as ambassadors of the medical center.

Will 2013 be a challenge? Of course. Which of the past years hasn't been? But if you worked recently in any other healthcare organization, I'll wager it was challenging there as well. But we always seem to be up to the challenge. We have a history and culture of taking on those challenges in a professional, positive and productive way. We are well past waiting for the dust to settle so we can return to the good old days – change is part and parcel of healthcare in 2013, but it's almost always good and healthy changes that improve the care we provide. I say bring it on, we're ready.

On behalf of the 65,000 or so patients whose lives we touch each year, as well as their families and friends, I want to thank each of you for your what you do for our patients. Whether that's direct, hands-on care or a step or two removed from that direct care, it's all extremely important to the entirety of our healthcare system. Great work all, and let's keep looking forward to what more we can do together.

Our patients are counting on us with their health and their lives!

Kenya Mission Gratifying for Roudebush Nurse

by Elizabeth Johnson, Staff Nurse, MICU/Medical Stepdown



Elizabeth Johnson, Staff Nurse, MICU/Medical Stepdown

Recently I had the distinct honor of traveling to Nairobi, Kenya on a medical mission trip with a group from my church, which included two physicians and five nurses. We spent five days in a depressed area in the Methare Valley, which is a three-square mile area in Nairobi that is

inhabited by over 800,000 people. Try to imagine the population of Indianapolis living in a three-square mile area! The living conditions for these people are almost unimaginable from our perspective. There is no running water or indoor plumbing, no electricity, dirt floors and only four thin walls made of heavy aluminum with

a living space that is approximately 12 feet wide and 14 feet deep. The home I had the opportunity to visit was occupied by 12 people!

With the help of some interpreters and the gracious hospitality of one of the schools in an area known as Bondeni, we conducted a medical clinic. During the short time we were there, we treated over 850 people with a variety of conditions ranging from simple allergies to complex diseases like

malaria and tuberculosis.

The gratitude of the people we helped was genuine and heartwarming. The experience was life changing and so very rewarding on many levels. To help people whose needs are so great is amazingly gratifying.

“The experience was life changing and so very rewarding on many levels.”

I was blessed with the opportunity to go on this mission trip. It not only broadened my perspective and enhanced my nursing

skills; it provided a unique opportunity to represent VA nurses in a foreign land. I enthusiastically encourage anyone who is looking for an experience that stretches personal boundaries to seek out these kinds of opportunities as well.



Information Desk Employees Set Welcoming Tone *(continued from page 1)*

receptionist. “We not only help get them to where they need to go for their appointment, but we want to make them feel welcome and at ease as soon as they enter the building.”

His coworker, 62-year-old Jack, himself a Navy Veteran, agrees. “We’re both people persons. We welcome patients and their families like this is their hospital. We respect each and every person who comes in here.”

Serving and accommodating Veterans is a big incentive for both men’s positive work attitude. “I came here eight years ago as a patient myself,” explains Bob. “I started volunteering and eventually they offered me this job. I figured I’ll give it a year or two. Well, six years later I’m still here.”

Jack nods his head in agreement and adds, “Many of our patients are stressed when they arrive here. They don’t know the building. They’re apprehensive about their appointment or treatment. We put them at ease with a smile and

a willingness to make their visit here a positive experience.”

Both men say they enjoy chatting with Veterans of past conflicts, especially the World War II Veterans. “We really like interacting with our patients,” Jack says. “We respect what they’ve gone through and we both enjoy history and hearing their stories.”

The two Indiana-born employees say another part of their job is just as satisfying. “We both really enjoy helping support the men and women in the yellow vests who work with us to help patients who need assistance,” says Bob. “They’re in a vocational rehab program and we find it very satisfying having a role in helping them get back in the work force.”

So the next time you happen to pass by one of the information desks, say thanks to the men and women working there. After all, they are ambassadors for VA and all of us who work here at the medical center.

The 2012 Office Chair Bowl Thumb Wrestling Challenge



Systems Redesign hosted a special fund raising event, the 2012 Office Chair Bowl Thumb Wrestling Challenge. For a donation, attendees witnessed Krista “The Printer Kicker” Sallee take on John “The Huddler” Newton in a best of three thumb wrestling match. Also featured was a thumb war grudge match between Dr. Dolores “Little Angel” Cikrit and Dr. Brad “The Bruiser” Sutter. All proceeds benefited the CFC campaign.

Martinsville CBOC Top Performer



The Martinsville Community- Based Outpatient Clinic (CBOC) was recently named one of the top performing Patient Aligned Care Teams (PACT) in the country.

The Martinsville CBOC is led by primary care physician Dr. Matthew Caldwell.

The PACT concept is a Veteran-Centric

VA initiative that is aimed at transforming Veterans’ care from its current state into team-based care that improves access, care coordination/care management, and office organization and processes in every facility. To ensure success, emphasis is placed on interdisciplinary cooperation and alignment of leadership.

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Electrical System to be Tested

Work is scheduled to begin this month on an electrical distribution survey of the entire medical center/campus. The purpose of this work is to ensure the functionality and reliability of all major electrical components throughout Building 1 and all outbuildings on the medical center campus including Building 23, which is the main source of power to the medical center.

Apogee, Inc./Premier Power Maintenance Inc. (PPM) will be performing the work and the project duration is expected to be six months and all work will take place on off hours (7:00 p.m. to 5:30 a.m.). VA staff will coordinate all work ahead of time with the areas of the medical center that will be affected by each electrical shutdown.

The work will be accomplished by wing, beginning with the A-wing. For the test schedule or for more information, contact Engineering Service’s John Piwowarski at 988-3083.

Employee & Volunteer Holiday Fellowship



Awards and Recognition

Presidential Volunteer Service Award



Jesus Quintana (left, red shirt) and Diana Ward (right, red shirt) are proudly presented the Presidential Volunteer Service Award November 29 from the Central Indiana Young Marines during a visit by more than 50 Young Marines.

Planetree Physician Champion Award



Planetree's Physician Champion Award is presented by Medical Center Director Tom Mattice to Dr. Dave Matthews (left) and to Dr. Linda Williams (right). Award criteria includes a physician who has gone above and beyond in their work. Winners are announced yearly at the Annual Planetree Conference. Nominations are done through the medical center's Intranet Planetree page.

Patient Safety is Gold

The Richard L. Roudebush VA Medical Center is a Gold Award winner for the second straight year in the VA's Cornerstone Recognition Awards for Patient Safety. There are only 125 facilities receiving the awards for FY12 and not all are Gold winners.

The Cornerstone Awards is a formal recognition program initiated by the National Center for Patient Safety (NCPS) in 2008 to help enhance the Root Cause Analysis (RCA) process and to recognize the good work done for patient safety at the VA facility level.

The idea was that each facility should be measured against the same standard criteria and facilities would receive recognition according to applied levels of achievement.

Core concepts which shaped the program:

- the criteria must support the current patient safety program, without instituting new requirements;
- criteria must be consistent with the objectives of the RCA process;
- it should build upon current program data and not require additional data collection.

After consultation with the Patient Safety Officers and leadership in the field, NCPS launched the program in fiscal year 2008.

Congratulations to Harriett Frame, our Patient Safety Manager, and to all for practicing outstanding patient safety!

Indy Excellence 2.0 Standard of the Month January - Attitude is Everything!

We believe that we are here to serve our Veterans by meeting their needs with utmost care and courtesy. This commitment must be reflected in our behavior and interactions with everyone.

Martinsville CBOC Top Performer

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PACT provides accessible, coordinated, comprehensive, patient-centered care, and is managed by primary care providers with the active involvement of other clinical and non-clinical staff.

PACT allows patients to have a more active role in their health care and is associated with increased quality improvement, patient satisfaction, and a decrease in hospital costs due to fewer hospital visits and readmissions.

The Martinsville PACT Team is: Dr Matthew Caldwell; Debra McNeely, RN; Janet Jones, LPN; Angela Alsbaugh, PSA; William Kurvaza, Clinical Nurse Specialist; Mike Amico, Physical Therapist; Brian Prevost, Tele health RN; Steve Gearhart, OEF/OIF Social worker; and Melissa Wright, LPN Telehealth.

Congratulations all!

Education Corner

Non-PIV Badges for Trainees

By Cheryl Stultz, Chief, Learning Resource Service

Education Tip of the Month:

All trainees are required to have a Non-Personal Identification Verification (PIV) badge including residents, medical students, fellows, nursing students and all other associated health trainees.

Do you know who the PIV sponsor is in your service/section?

Last year Learning Resource Service trained 1,188 trainees at the Indianapolis VA Medical Center. This includes medical students, residents, nursing students, fellows, and various other associated health trainees. Trainees are required by Homeland Security to have Non-Personal Identification Verification (PIV) badge.

After trainees complete their in-processing, including fingerprints, application, appointment paperwork, mandatory training, etc., they are instructed to see the PIV Sponsor in their service to obtain their Non-PIV badge.

Currently trainees need the badge to identify themselves to patients and to get flu shots and to take BLS or ACLS. In the future residents and fellows will need it in order to complete electronic prescriptions for controlled substances.

Please share this article with a trainee in your area and encourage him/her to get their Non-PIV badge as soon as possible,

Are You Ready for Windows 7?

OIT is implementing Microsoft Windows 7 as VA's new standard operating system. Windows 7 is being rolled out with Microsoft Internet Explorer 9 and Microsoft Office 2010 as the new standard Office Suite.

Over the coming weeks and months, OI&T will be working with Management and ADPACs in each service to schedule these important updates.

When OI&T installs Windows 7 on your machine, everything stored on the hard drive will be completely wiped and will not be recoverable. It is each computer user's responsibility to store data appropriately.

In preparation, all staff should ensure that the following items are not saved to their PC's hard drive:

- **PKI Certificates**
- **Archived E-Mail Folders (.pst files)**
- **Internet Favorites**
- **Desktop Files and Shortcuts**

Please note that it is standard VA policy that data NOT be stored on local PC hard drives at any time. All data should be stored on a network drive; either your shared service "S:" drive or your personal "H:" drive. We are providing reminders as a courtesy to make this easier for anyone not already adhering to the data storage policy. If you have further questions or need help removing items from your hard drive, contact your service's ADPAC or the Customer Service Center (84357).

For help after the upgrade, Microsoft has developed the Productivity Hub located at:

<http://vaww.help.portal.va.gov/sites/win7/default.aspx>.

The Hub is a SharePoint Server site that provides a central place for training documentation for Microsoft's core products.

The Productivity Hub contains:

- End user training in a variety of formats (documents, videos, podcasts, etc.)
- Social networking capabilities, such as blogs and discussion groups
- The Coach program. A coach is a colleague who can help you find resources allowing you to get more out of the software
- A 'Get it Done' section that offers training for tasks such as email management and collaboration
- Links to TMS Windows 7 and Office 2010 offerings

Martin Luther King Day Celebration

A special day to celebrate and honor the ideals and dreams of Dr. Martin Luther King

January 15
11:00 a.m.

Basement Auditorium

This event is sponsored by the Black Emphasis Committee and features guest speaker Michael Hamilton.

Retired U.S. Army Lieutenant Colonel Hamilton served in Vietnam and earned a Bronze Star for his service.

He also is a former director of the VA medical center in Danville, Il., a position from which he retired in 2011 following 29 years of federal service. Refreshments will be available.



Team TeleHealth starts the 2013 with a wellness/fund raising event Jan. 7 – The New Year Walk n' Roll

Medical Center Police Officer is State Boxing Champ



Scott Romer, Photography

Most days, Eric Draper can be found upholding the law throughout the Roudebush VA Medical Center as a member of its Police Department. His attitude and demeanor suggest a reserved but confident personality.

But after hours, Eric is quite the “bruiser,” and a very good one at that.

Mr. Draper enjoys the sport of professional boxing in his free time. In the ring, Eric is better known as “The Juggernaut,” which means mercilessly destructive and unstoppable.

In late November, the 34-year-old Army Veteran

from Memphis, TN. had the opportunity to fight and win the Indiana State Title in the Junior Middle Weight Division here in Indianapolis.

It was the first professional boxing event in the city since 2009.

His November match was the main event of “Friday Night Fights in Indianapolis,” put on by a large local promotion company. Eric, who has a record of six wins, six losses and two knockouts, was matched up with Keon Johnson, also of Indianapolis, with a record of 8-7, 4 KOs.

Johnson’s trainers threw in the

towel at 2:59 of the sixth round in front of a sold out crowd at the McGowan Hall—Knights of Columbus.

“I started boxing at a young age because I wanted to learn how to fight,” explained Eric. “I grew up in Memphis as the only child in one of the worst areas in the city, so learning how to fight was an act of survival.”

Eric added that he stopped the sport once he got to college but resumed again after his Army tour “because I was getting lazy and fat.”

The relaunching of his boxing career took him to a win a Golden Gloves divisional crown in 2009, then a year later a regional semifinal, and now an Indiana State Championship as a junior middle weight.

“I couldn’t imagine any of this happening to me,” he says. “I had no desire to fight. I just wanted to get in shape. It was my amateur trainer Ced Johnson who insisted that I compete.”

With five years under his belt here at the medical center, Eric says he gets lots of support in his corner. “My Service Chief (Police Svc.) Robert Venekamp, and Assistant Chief Ron Scanland have supported me all the way. I want to thank my VA family for supporting me, and being a part of this journey. I proudly represent them and the state of Indiana.”

One final thought from “The Juggernaut”: “I want to be a positive role model to the young kids in the community, and let them know that if you work hard, dreams can be reality,” says Draper.

Eric anticipates his next fight will be February 22.

We’ll all be rooting for you!



Lt. Bill Hurley (left) and Sgt. Eric Draper, both members of the medical center’s Police Service.

Brrrrr!

The snow of December 26 did little to deter our dedicated staff from fulfilling their mission of providing high quality health care to our Veterans. This photo is of a truly determined staff member of our Martinsville clinic, who like many employees at the Indy medical center and our other community clinics, was determined to brave the cold and slippery conditions to provide for their patients. Many, in fact, even stayed overnight to assure that they would be on duty the following morning. A big “thank you” to all the staff for keeping our roadways and sidewalks clear and for your dedication to our Veterans during this challenging time!



Veterans' Voices

Letters & emails from our Veteran patients and their families
The following was recently received by a friend of a medical center patient.

Mr. Charles Taylor wants to express what a great job you are doing. He remembers in the 1980s when he brought his father here and noticed how much it has changed. His father has since passed. His experience has been completely different. He is an Army Veteran and has many health issues for which he sees a neurologist, a heart doctor, and five or six dentists at our medical center. Each one has done an excellent job of taking care of him. In the Purple Team, the nurse Rita always goes above and beyond to assist him because of the problems he has in remembering things. Everywhere he goes people greet him with a smile and offer to assist him; he stated this is the same treatment he received when he came to the 9th floor recently.

Welcome New Employees

John Boe	Zachary Eaton
Katrina Bradley	Victoria Harris
Robert Brown	Alice Hayden
Rita Casteel	Adam Loos
Justin Chaple	Antoinette Lowe
Maelisha Coleman	Timothy Meadows
Sarah Earles	Linda Menear
Katherine Flournoy	Christi Pena
Margaret Lancaster	Steven Rathjen
Twila Reynolds	Nehad Sandozi
Molly Riedeman	Raymond Smith
Sarah White	Samuel South
Shawn Appleget	Maria Tamer
Jamie Case	Emily Taylor-Hill
Marla Clarkson	Brittney Thomas
Meagan East	Danielle Wolfe

ANNOUNCEMENT

Internal Emergency Phone Number **855**
will be changing on January 27 to

911

Social Media Guidelines: For Work & Home

- Adhere to VA Regulations.** VA encourages you to use social media and participate in direct, open interactions with the public, BUT you must comply with VA Directive 6515, Use of Web- Based Collaboration Technologies. When you participate on a VA social media site as a VA employee, you represent the Department, and you are personally accountable for the content you post. If you want to post personal views on a VA social media site, you must do so using your personal social media account as a private individual.
- Social media sites are NOT secure.** These are public websites. Do not post any personally identifiable information (PII) or protected health information (PHI). Only post information that is publicly available. Remember, VA will not provide official determinations or adjudications via social media sites. Notify your Privacy Officer (PO) if there is an actual or potential breach of PII or PHI on a VA social media site.
- Be careful what you post.** Once you post information online, you can't retract it. Even if you remove the information from a site, there may be saved or cached versions on other people's machines. If you have questions about what can and cannot be posted, contact your PO or supervisor for guidance.
- Use strong passwords.** Do not use your VA username or password to set up login information for a social media site account. Create passwords that cannot be easily guessed. If the site's password is compromised, then someone else may be able to hack in, access the account, and pretend to be a representative of your office. If you believe your password has been compromised or your site has been hacked, contact your Information Security Officer (ISO) for assistance.
- These are public websites.** Do NOT post any personally identifiable information (PII) or protected health information (PHI). Only post information that is publicly available. Remember, VA will not provide official determinations or adjudications via social media sites. Notify your Privacy Officer (PO) if there is an actual or potential breach of PII or PHI on a VA social media site.

INDY INSIGHT is a monthly newsletter for employees, volunteers, patients and friends of Richard L. Roudebush VA Medical Center. It is produced by the Office of Communications and Medical Media. Richard L. Roudebush VA Medical Center is not responsible for the content or accuracy of third party posting, nor assumes any legal obligation or liability associated with such posting. Views expressed do not necessarily reflect the official policy of the medical center. While INDY INSIGHT encourages submissions for future editions, we cannot guarantee publication, and reserve the right to edit all copy so it conforms to editorial policy and guidelines. Send announcements and information via e-mail to INDPR@va.gov. INDY INSIGHT is posted at <http://go.va.gov/ge3x>.

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