



PEOPLE • SERVICE • QUALITY • STEWARDSHIP

This & That

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

May 4, 2010

New Behavioral & Mental Health Center



Veterans will recognize the exterior of the Richard L. Roudebush Veterans Affairs Medical Center when they come for care, but the big difference is inside. The home of the Behavioral & Mental Health Center on the 5th floor is now bigger, brighter and better organized.

The newly renovated 27,200 square-foot space promotes modern behavioral health treatment methods, both for inpatient and outpatient care. For example, a state-of-the-art central nurses station enables our health care professionals to have a 180 degree clear view of three major treatment

areas and larger group rooms to allow for expansion of services.

With a budget of nearly \$7.8 million, the 8th floor Inpatient Mental Health Ward was moved to the new 5th floor, and the 5th floor West and South Wings were completely renovated to house much of outpatient mental health. With this renovation, the major programs within the Psychiatry Service are now located on the same floor to allow Veterans to be treated simultaneously at levels of care specific to their needs.

The new Behavioral and Mental Health Center includes:

- 16 private patient rooms
- 2 seclusion rooms
- 2 dayrooms
- 6 group rooms
- New staff offices
- New multipurpose room
- State-of-the-art security features
- Individual patient rooms
- Reduced anchor points

If you were able to attend the grand opening of the Behavioral and Mental Health Center, you probably noticed a more soothing non-institutional atmosphere that offers several state-of-the-art features for our Veterans:

- New patient beds
- New digital flat screen televisions in both dayrooms
- A nurses work station that is close to patients for maximum patient safety and timely patient care

The Roudebush VA Medical Center is the only complex, tertiary (specialized consulting) care facility for Veterans in the State of Indiana, providing access to highly specialized services, the latest equipment and the diagnosis and treatment of complicated and complex disorders. The new Behavioral and Mental Health Center allows for improved, state-of-the-art psychiatric care for our Veterans and space to handle future treatment upgrades and a growing Veteran population.





E-mail from the Executive Management Team

It's All In Your Perspective

I ride the Cold Spring Road Shuttle and it provides a wonderful break for either getting mentally prepared for your workday or mentally decompressing from your workday. On a recent morning, I arrived earlier than usual to catch the morning shuttle. Everything just worked out that morning in preparing for the day, the hairdo thing worked pretty well, got out of the house early, traffic was light, and so I arrived much earlier than usual at the shuttle stop. I was pretty proud of myself and was mentally preparing to get to work early and get a head start on the day. I boarded the bus, with about 6 others, slipped into a seat next to my peer, feeling pretty good about the whole situation that morning. We made our greetings, and she said – I just hate getting here late and the shuttle being so crowded! As I look around the shuttle, I think to myself, wow; my view of early was her view of late, and her view of crowded was my view of normal. How could we see things so differently?

Another morning, I boarded the shuttle, sat next to an unfamiliar face and we started a conversation. She asked me some questions about the shuttle and I asked her if she was a new employee. She said no, I am here for a class at the Indy VA. I work at (a sister) VA. We did a little conversing and she started remarking about our Indy Roudebush VA. She remarked that riding the shuttle is really a great idea and she is loving it while here for her class. She goes on to say that Indy Roudebush VA is so “alive” and everything is “happening here.” She was actually ecstatic about her experience at Indy Roudebush. She said, “Nothing really happens at my VA. I would love to work at Indy.” It made me realize that what I sometimes take for granted, complain about (yes, sometimes), and see as everyday occurrences at our medical center, are really extraordinary examples of caring, compassion, and excellence from a staff of excellent VA employees.

As I think about the Veterans we treat, do we consider that they also have a different perspective? When we say, I will be right back or I will get to you soon – we may understand what we are saying but what message does that give to the Veteran? As I think about our VA environment, do we become accustomed to clutter, or equipment sitting in the corridors? What might our visitors think when they see the same thing? When we give an explanation or directions to visitors and patients, do we explain in terms they can understand if

they're not familiar with our medical center? When we speak with each other, do we acknowledge that there are different perspectives to interpret situations?

There is one perspective in which there should be no alternative interpretation. We are here for the Veteran. Our Mission is clear and has been clear since Abraham Lincoln said it is our responsibility “to care for him who shall have borne the battle and for his widow, and his orphan...” No matter where we work or practice in the medical center, our mission should be focused upon the Veterans who served this country and deserve our full respect and commitment. So let's reflect upon this as you ride the shuttle, carpool, ride, or walk to work. Let's think about that as you sterilize the next instrument, make the next delivery, serve the next patient their meal, or start the next procedure. Our Veterans deserve our best. *See you on the shuttle!*

Mary Lou Heisler, Acting Associate Director, PCS

Efficiency through Systems Redesign

In early 2009 the PM&R department noticed a gap in care for patients who were due to have joint replacement surgery. The patients were not receiving as much physical therapy (PT) in the hospital as they needed and were not getting to outpatient PT in a timely manner. Also, the average length of stay for patients within Marion County was nearly seven days. A small team comprised of Molly Hermes, Veronica Bingham, Carol Ammann and Stephen Black, traveled to a medical center in Arizona to learn from their program in order to implement the Joint Replacement Program (JRP) in Indianapolis. With the guidance of System Redesign the team identified specific steps in the care of these patients to correct, creating a more efficient and effective patient-centered model with the JRP. For example, the patients are now receiving in-patient PT two times a day in a group setting with other JRP patients and are targeted for seeing an outpatient PT within three days of discharge, instead of the previous two weeks' wait. JRP patients are able to return home in nearly three days as opposed to the seven days before the team started. Finally, the team will start a pre-operative JRP class in June that will condense assessment for surgery into four hours that will also be done in a group setting with other Veterans to improve buy-in and to work ahead of time on necessary discharge planning for after surgery. Overall, a great success for our patients!

Behavioral and Mental Health Center Grand Opening





Federal Government Launches New and Improved National Resource Directory for Military and Veterans Communities

Comprehensive web site provides quick and easy access to thousands of resources nationwide

Washington, DC – The U.S. Departments of Defense, Labor and Veterans Affairs, as part of their continued commitment to our Nation’s Service Members, Veterans, and their families, launched a new and improved National Resource Directory (www.nationalresourcedirectory.gov).

This free online tool provides access to thousands of services, programs and resources at the national, state and community level. The Web site has a fresh look with many key features that include an improved search engine, Really Simple Syndication (RSS) news feeds, subscriptions to e-mail updates, and new subject areas such as “Homeless Assistance.”

The National Resource Directory is designed to serve a broad base of users including Wounded Warriors, Service members Veterans, their families and caregivers. In addition, it provides a useful tool for supporting service providers, such as Recovery Care Coordinators, Federal Recovery Coordinators, health care providers and case managers at Veterans Service Organizations.

“The National Resource Directory is wonderful,” says Cara Hammer, an Army Veteran who served in support of Operation Iraqi Freedom. “I’ve been using it pretty regularly. It is very comprehensive and fool proof – I love it.”

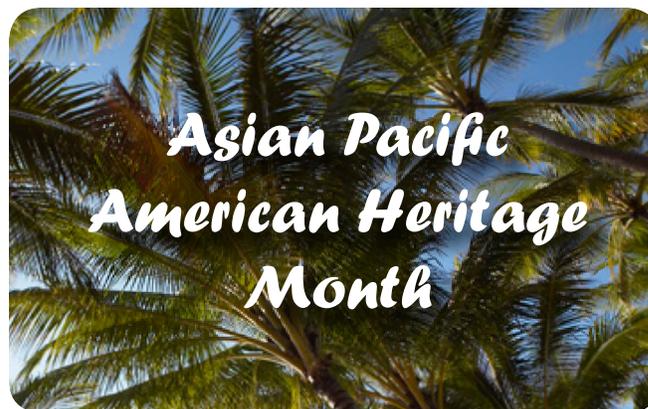
The new features allow the Military and Veterans community to identify and stay informed about the thousands of resources that are available to them as well as browse for information they may not have known about in the past. Additionally, a faster, more accurate search engine provides the tools to sort results by subject area, audience and government or non-government resources to ensure users locate exactly what they want, without having to sort through thousands of links themselves.

For more than a year, the National Resource Directory has provided Wounded Warriors, transitioning Service Members and Veterans, and those who support them with quick and easy access to resources they need. Resources on the National Resource Directory are vetted and must meet the participation policy standards

before being added. This ensures that all the posted resources are relevant and from reputable sources.

The new National Resource Directory is simple, easy-to-navigate and even more relevant to the needs of the Wounded Warrior, Veterans and caregiver communities. It also contains “In the News” and “Spotlight” features to highlight important news and updates. To tell friends and family about the new National Resource Directory, use the “Bookmark and Share” function to post updates on more than 200 social media networks such as Facebook or Twitter.

To learn more about the National Resource Directory’s new features, and to explore the thousands of resources provided, visit the web site at www.nationalresourcedirectory.gov.



Throughout U.S. history, men and women of diverse ethnicities and backgrounds have defended our liberty and freedom by serving in the U.S. Armed Forces. None have served with more pride and honor than Asian Americans and Pacific Islanders. According to the U.S. Census Bureau’s latest figures, an estimated 300,000 Asian Americans and Pacific Islanders are Veterans and over 56,000 are serving in the armed forces. During May, the VA joins the Nation in honoring our Veterans and citizens of Asian American and Pacific Island descent, including more than 17,000 VA employees, during Asian/Pacific American Heritage Month. “Asian Pacific American” is a term that encompasses many ethnic groups with diverse backgrounds, histories, languages, and cultures. The term attempts to give expression to cultural, linguistic, and ethnic diversity while recognizing common historical experiences in American history. The theme for this month of observance is “Pursuing Excellence Through Leadership, Diversity and Unity.” More information from the Office of Diversity Management is available at <http://www.va.gov/dmeeo/calendar/napahm.htm>.



National Nurses Week

National Nurses Week begins each year on May 6th and ends on May 12th, Florence Nightingale's birthday. This year the Indianapolis VAMC will celebrate our nurses' dedication and accomplishments during the week of May 10th through May 14th.

Nursing began within the Veterans Administration with 2500 nurses in 1930. Since that time we have grown to employ over 45,000 registered nurses, 12,300 licensed practical/vocational nurses, and 9,800 nursing assistants. The VA is the single largest employer of Nurse Practitioners and nurses in the nation.

The Indianapolis VAMC appreciates the sincere care and dedication demonstrated by our nurses. Let's thank our nurses for their Indy Excellence care.

Cinco De Mayo Celebration

The Hispanic/Native American Special Emphasis committee will be sponsoring a program celebrating *Cinco de Mayo* on May 6, 2010 in C-1202. Our featured speaker, Community Activist Ricardo Parra, will be speaking at 11:30am. Refreshments to follow.

Service Awards

- | | |
|----------------------|----------------------|
| 25 Michel L. Allard | 30 Darla K. Metzger |
| 25 Margaret H. Allen | 30 Karin E. Anderson |
| 25 Michael A. Florek | 30 Paul K. Blythe |
| 25 Wayne G. Neal | 35 Eva M. Reese |
| 25 Michael J. Burris | 35 Will H. Jordan |
| | 45 Thelma J. Jenkins |

Kudos



Recognized for her consistently positive attitude, and stellar team work and customer service in the outpatient pharmacy. Thanks to all who submitted nominations.

Congratulations to Patricia Lindsay who was the winner of the CREW Pharmacy Technician of the Quarter Award! Patricia was rec-

Employee Wellness Fair Thursday, May 20 C-1202

Health Screenings and Displays
9:00am to 11:00am

"Supermarket Savvy"
11:30am and 12:00pm
(two sessions)

Presented by National
Institute for Fitness and Sport,
Indianapolis

Hosted by the VA Indy Employee
Wellness Team and VAEA



Nutrition Corner: Eating a More Fiber-rich Diet

Looking to add more fiber to your diet? Dietary fiber helps prevent/treat constipation and diverticulosis, helps sustain a healthy body weight, and may reduce the risk of heart disease, diabetes and certain cancers. It is recommended to consume 21-38 grams of fiber a day.

To increase dietary fiber, follow these guidelines:

- Eat whole grain breads and cereals. Choose cereal with a minimum of 4 grams of fiber per serving.
- Add dried beans, peas, lentils and/or nuts to soups, salads, and casseroles.
- Eat fresh fruit/vegetables with peels or skins on.
- Consume more brown rice, barley, whole-wheat pasta and bulgur.
- Choose high fiber snacks such as fresh/dried fruit, raw veggies, whole wheat crackers or low fat popcorn. You can also add frozen blueberries, strawberries, or raspberries to cereal, shakes or yogurt.
- Bake with whole wheat flour.
- Add high fiber foods slowly to avoid gas, bloating, and/or diarrhea.
- Drink plenty of fluids—at least 8 cups per day. More fluid may be needed as you increase fiber intake.

This & That newsletter is published every other Tuesday on payday. Send announcements and information via e-mail to IND PR. Deadline is Tuesday before payday.

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

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