



PEOPLE • SERVICE • QUALITY • STEWARDSHIP

This & That

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

July 13, 2010

VA turns 80 on July 21!

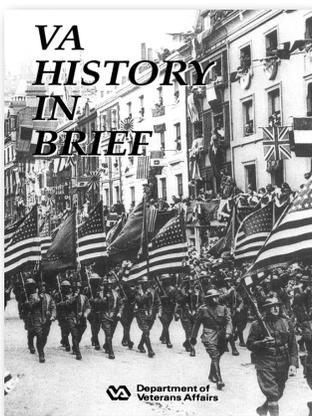
Service blossoms from empathy and loyalty, to community, patriotism, paternalism, and sympathy. Through commitment, dedication, strength, and suffering; they have travelled a path that leads them here, the Richard L. Roudebush VA Medical Center. The Veterans we greet everyday have served our country, and deserve the utmost care, respect, and dignity we have to offer.



The United States has a long tradition of caring for Veterans. As far back as 1776, the Continental Congress established pensions for disabled Veterans. In the 19th century, the federal government expanded assistance to include widows and family members. After the Civil War, many Veterans' homes were established. A new system for Veteran benefits was established upon entry of World War I.



In 1930, Congress established the Veterans Administration and authorized President Herbert Hoover to, "consolidate and coordinate government activities affecting war Veterans." On July 21, under executive order 5398, the Veterans Administration was born! The Department of Veterans Affairs became a cabinet position on March 15, 1989. President Bush praised the new department saying, "There is only one place for the Veterans of America, in the Cabinet Room, at the table with the President of the United States of America."



There are more than 200 years of service. Like those before us, it is our pledge to serve our Veterans, and serve them well!

Michael A. Garringer, MHA Student Trainee

<http://www1.va.gov/opa/publications/>



Injured World War I soldiers recovering at Walter Reed Army Medical Center, Washington, DC (VA History In Brief)



More than 5.3 million people received care in VA health care facilities in 2005. (VA History In Brief)



8209th Mobile Army Surgical Hospital (M.A.S.H.), Korea, August 1952 (VA History In Brief)

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E-mail from the Executive Management Team Service in Action

Transportation on the shuttle bus continues to be an exciting time of ever-changing conditions. Road construction and changing traffic patterns are the frequent conversations on the trip. For my article this month I chose to highlight 3 fellow shuttle riders who have provided outstanding Service to VA.

As we welcome the SOARS survey team to our medical center this week, I think it is interesting to note that we have three individuals on our staff who travel nationally to other medical centers to conduct SOARS surveys; Nick VonBank, Judy Norris, and Marshall Jones. All three come from different career paths but are making contributions at a national level.

Nick VonBank, Chief Environmental Management Service, is a Team Leader nationally for SOARS

surveys. In his service as a SOARS Team Leader, he is responsible to know all the standards and be able to lead a team to survey the entire medical center. VonBank, who has been with VA for 35 years, decided to become a SOARS surveyor to "...help facilities identify areas for improvement by providing "fresh eyes", and aid our facility by understanding what and how things are looked at as well as bringing back excellent ideas."

Judy Norris, Chief Patient Care Services, Clinical Support/Quality Management/Resource Management has been with VA for over 24 years. She has participated many times as a SOARS survey team member. She reports that she became interested in quality management and performance improvement when she was a staff nurse in SICU and has remained interested and active throughout her years of service. "I especially like interacting with staff from other medical centers throughout VA. I learn something at each facility where I participate in a survey," says Norris.

Marshall Jones, Chief Pharmacy Service, newest of the surveyors, has been at

VA for over 12 years. He became a SOARS surveyor to learn more about other organizations and share that knowledge with our medical center. Jones reports that he enjoys... observing and learning of different ways to accomplish our mission and believes that the medical center benefits from shared experiences. He has used the experiences in making improvements in the way we do our business and assessing our work and work areas.

If you have questions about the SOARS survey, preparation, or follow-up; VonBank, Norris, and Jones are excellent contacts for your questions. Each of these employees demonstrate outstanding examples of Service, Commitment and Dedication. When you see these fellow workers on the shuttle, ask them about their experiences – they have some interesting stories about their SOARS experiences!

Mary Lou Heisler, Acting Associate Director, PCS

2010 Secretary's Award Nominees from Indianapolis VAMC

One of the premier awards given out each year is the Secretary of Veterans Affairs Awards for Excellence in Nursing. This annual Nursing Award honors four indi-

viduals: Two registered Nurses, one in a staff nurse role and one in an expanded nurse role (e.g., advanced practice nurse, nurse manager, nurse researcher, instructor, etc.); an LPN and a Nursing As-

stant or Health Tech. Awardees must be actively engaged in the care of patients at a VA facility. The recipients' contributions to the care of patients in any VAHC setting must be patient-centered and demonstrate such excellence as to merit recognition from peers.



L-R: Nancy McKinley, David Bickel, Mary Lou Heisler (Acting Director of PCS), Karen Surface, Kathy Penny

We would like to thank everyone that made nominations for this national award and express our gratitude for a job well done to all our nominees. -Lydia King

2010 Indianapolis VAMC nominees were:

- Nancy McKinley RN – Polytrauma Unit
- David Bickel RN – Clinical Applications Coordinator
- Kathy Penny LPN – Women's Clinic
- Karen Surface PCA – Surgery Service – urology department

Reuse, Reduce and Recycle



Penelope Rivers, Anita Munoz-Boyle, Oscar Ghoston, Nicole Golder, Jana Janson and Cathy Heiny



Do you recycle your aluminum, glass, plastic and batteries? Every day, the people of America produce close to a ton of waste just doing the things they need to do in order to survive in today's modern world. It is not just residential trash, either; there are corporations, institutions, organizations, and more that all contribute to the issue of waste. As a single person, considering the vast quantity of refuse that is produced on a daily basis is a staggering concept. In 2007, 99% of lead acid batteries were recycled, 54% of paper and paperboard were recycled, 64% of yard trimmings are recycled and nearly 35% of metals were recycled. A used aluminum can is recycled and back on the grocery shelf as a new can in as little as 60 days. We use over 80,000,000

aluminum soda cans every year (recyclingfacts.org).

There are many benefits in recycling all materials to make a "Go Green" initiative in our medical center. At the Richard L. Roudebush VA Medical Center, there is a recycling process called co-mingling which consists of recycling all aluminum, glass and #1 and #2 plastics. The Shaping My Future "Green Machine" Team has been working diligently with other departments, such as Environmental Management Service (EMS), Safety, ECO team and the Green Environmental Management Systems (GEMS) committee in trying to make recycling more of a priority here at the Medical Center. A "Go Green" kick-off fair is scheduled for August 12 in C-1202, which will provide more information about how to launch and promote recycling in your department. Look for the many recycling bins being

placed throughout the medical center by elevators, break rooms, offices, lounge areas, etc. You are the difference, *Reuse, Reduce and Recycle!* -Jana Janson

You May Be One of the Few!

Beginning in July, the U.S. Merit Systems Protection Board (MSPB) will email invitations to approximately 80,000 randomly selected Federal employees to participate in its Merit Principles Survey 2010. If you receive the survey, please take the opportunity to fill it out and anonymously give your opinions about your work, your work environment, and your agency's management practices. If someone you know receives the survey encourage him or her to complete it. The responses of those who receive and complete the survey will speak on behalf of the entire federal civilian workforce. The results will go to the President, Congress, and agency leaders. Look for the survey in the coming weeks. Additional information about the survey can be found on MSPB's website at www.mspb.gov/studies.

CONFLICT MANAGEMENT TRAINING

**September 14
and
September 15**

Conflict Management Training is being offered for supervisors and managers. The training will be held at the American Red Cross Building, 441 East 10th Street, Indianapolis, IN on September 14 and September 15 from 8 a.m.-4 p.m. Please note that this is a one-day training being offered on the two aforementioned days, only.

The training will be conducted by Conrad Bowling from the Federal Mediation and Conciliation Service.

If you are interested in attending, please contact Lynn Medley, EEO/ADR Coordinator at x84343 and let her know which session you plan to attend.



Nutrition Corner:
INDIANAPOLIS
FARMERS
MARKET IS BACK!

Where does your food come from? Who planted the seeds? How far did it travel to end up in your refrigerator? Can you put a name and a face to your food? If you would like to know these answers, all you have to do is visit your local Farmers' Market.

Farmers' markets connect you directly with the hand that grows your food. The food is fresh, and more nutritious and flavorful than produce that traveled over 1,000 miles and were picked days and weeks ago.

The Richard L. Roudebush VAMC is offering a Farmers' Market Nutrition Program to eligible Veterans. This program promotes healthy eating and the incorporation of Indiana-grown fresh fruits and vegetables in your diet for better health and a healthier tomorrow.

Nutrition and Food Service's clinical staff will be issuing Farmers' Market vouchers to the first 125 Veterans who meet one of the following eligibility criteria:

- A person aged 60 years or older as of October 1.
- Enrollment in an Area on Aging Agency (AAA) program and/or willingness to participate or shop at a farmer's market/roadside stand. The senior may have one proxy at least 18 years old enroll and go the market for them.
- A disabled person must be enrolled in an AAA program, under 60 years old but over 21 years living in housing for the elderly with congregate nutrition services.

Top myPay Questions from VA Employees

1. *Can I use my Employee Express (EEX) Login ID and password to access myPay?*

No. Employees will receive a temporary password via email, or by regular U. S. mail if an employee does not have an email address in Personnel & Accounting Integrated Data (PAID). On your first login, you will use your Social Security Number (SSN) and your temporary password. Once you are logged in, you establish your unique Login ID to replace the SSN and a permanent password to replace the temporary password.

2. *Do I need an email address to access myPay?*

Yes. Due to myPay's security requirements, the first time users log into myPay, they must enter an email address. If users already have an existing myPay Login ID, the myPay screen will prompt the user to validate their email address.

3. *What happens if users do not have a personal email address or a VA.GOV email address?*

They will not be able to access myPay. If a VA employee does not have a personal or VA.GOV email address, they will continue to receive hardcopy Leave and Earnings Statement (LES) and W-2. They will also continue to process changes such as tax changes, allotment updates, Federal Employee Health Benefits open season changes, address changes, etc., using hardcopy forms and submitting them to their facility Human Resources (HR) office for processing.

4. *What happens if users' VA.GOV email address is incorrect, or if they do not have a valid VA.GOV email address?*

Users who do not have a valid email address in PAID should contact their facility HR and provide them with the correct email address.

Stay tuned for more top myPay questions from VA employees in the coming issues of *This & That*.

Welcome New Employees

David Allison
Denise Batemon
Alexis Bamvakias
Stuart Bishop
Amy Bixler
Jamie Bowman
Gary Brenk
John Burns
Andrew Carlstrom
Kyra Cobb

Anthony Colon
Carrie Downing
Laura Flood
Michael Garringer
Edward Gensert
Leigh Kaufman
Sharon Keen
Cynthia Mays
Jean Miller, M.D
Jeff Nechanicky

Margaret Norris
Lee Petty
George Reilly
Jessica Sachs
Elaine Scaife
Megan Selking
Elizabeth Sternke
Jeannette Strong
Allyson Thomas, M.D.
Sharolyn Ziegler

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