



PEOPLE • SERVICE • QUALITY • STEWARDSHIP

This & That

Richard L. Roudebush VA Medical Center, Indianapolis, Indiana

June 15, 2010



Flag Day, June 14

Old Glory, the story behind the affectionate name for the U.S. flag. The name "Old Glory" was first applied to the U.S. flag by a young sea captain who lived in Salem, Mass. On his twenty-first birthday, March 17, 1824, Capt. William Driver was presented a beautiful flag by his mother and a group of local young ladies. Driver was delighted with the gift. He exclaimed, "I name her *Old Glory*." Then *Old Glory* accompanied the captain on his many voyages.

Captain Driver quit the sea in 1837 and settled in Nashville, Tenn. On patriotic days, he displayed *Old Glory* proudly from a rope extending from his house to a tree across the street. After Tennessee seceded from the Union in 1861, Captain Driver hid *Old Glory* by sewing the flag inside a comforter. When Union soldiers entered Nashville on February 25, 1862, Driver removed *Old Glory* from its hiding place, carried the flag to the state capitol building, and proudly raised it for all to see.

Shortly before his death, the old sea captain placed a small bundle into the arms of his daughter. He said to her, "Mary Jane, this is my ship flag, *Old Glory*. It has been my constant companion. I love it as a mother loves her child. Cherish it as I have cherished it."

The flag remained as a precious heirloom in the Driver family until 1922. Then it was sent to the Smithsonian Institution in Washington, D.C., where it is carefully preserved under glass today. *Derrek Root, Public Affairs Student Intern*

Meet our Veteran employees

The Roudebush VA Medical Center has an active Veteran Employment Coordinator (VEC) program aimed to increase our Veteran population among employees. The following individuals are Veterans who are currently working at our medical center:



Richard Griffith (Health System Specialist)

Richard Griffith served in the United States Air Force from 1998 until 2006 and was stationed at Minot AFB, ND; Ft. Sam Houston, TX; Baltimore, MD and Keesler AFB, MS. From fall 2003 until spring 2004, he served as the Associate Administrator, 447th Expeditionary Medical Squadron, Baghdad International Airport. Richard joined the VA in 2006 in

the Research and Development Service as HSR&D Administrative Officer; he is now a Health System Specialist in the Office of the Director.



Mercedes Lane (Registered Nurse)

Mercedes Lane enlisted in the US Women's Army Corp (WAC) in June 19, 1972, where she was stationed throughout the nation and world. Some of her accomplishments include being a senior advisor, holding a *Top-secret Clearance*, and being the NCOIC of the 887th Medical Detachment reserve unit 1978-1982. After graduating from the IU Nursing School June 1983, Mercedes joined the US Army Nurse Corp where she obtained the rank of Captain and was an assistant Head Nurse. She started working at Richard L. Roudebush VA Medical center in July 2001, where she is currently a Unit Manager in PCS/Surgery.

E-mail from the Executive Management Team



Advanced Directives at Indy VA

Think of how beneficial it would be (for all of us) if every single Hoosier Veteran had an Advanced Directive or health care proxy? In short, Veterans who have an Advanced Directive are able to define how they want their health care managed during critical points in their lives and be allowed to designate someone close to them as their Health Care Agent. A Veteran's Health Care Agent would then be able to make important health care decisions for the Veteran if the Veteran were to ever become medically unable to do so. As one may imagine, such health care decisions are incredibly important to our Veterans as well as to their families. Having advanced directives in place for every Veteran would help reduce emotional strife (amongst the families and health care providers), make the delivery of care customized to an individual's needs, make care more timely and efficient, and it would also have a positive impact on the economics of health care. For these reasons, our mission is to seek out and develop methods by which to increase the number of Veterans who have advanced directives within the state of Indiana. While the scope of this challenge may be quite large – we have chosen to begin right here within our own facility, focusing first on the inpatient setting. We have received a wonderful opportunity to partner with our colleagues in Systems Redesign, under Heather Woodward-Haag and the Preventive Ethics Group, led by Mary Ann Payne and Bryan Tipton, to try to achieve our goals.

Through a Systems Redesign Improvement Capability Grant - our Preventive Ethics Committee of the Integrated Ethics Board, has proposed a complete redesign of our current system of obtaining advanced directives for our Veterans. Social work student trainees, Nancy Martinez and Jennifer McIntosh, who are working on this lean project as a part of the grant, have identified multiple barriers which exist within our medical center that prevent our providers from successfully enrolling greater numbers of Veterans with advanced directives. In order to increase enrollment rates from 49 percent to a predetermined goal of 80 percent, Nancy and Jennifer are in the process of implementing various system redesign techniques and tools to help improve our current processes for obtaining advanced directives. *Their primary strategy focuses on educating our people (both staff and Veterans) regarding advanced directives.*

The first part of this strategy involves educating our staff and Veteran population on what an advanced directive is, why it is important, and how one is to be properly filled out. Part of educating our staff involves informing them about the educational materials available to them and the specific points of contacts who are available to come and speak with the Veteran if a staff member does not feel comfortable answering questions about advanced directives.

The second part of the strategy is to create and implement processes that ensure that knowledgeable staff members, who are trained on educating Veterans regarding advanced directives, actually get to meet with Veteran inpatients. This can best be accomplished by imple-

menting educational rounds during which selected staff members (i.e. social workers, Chaplain Service, etc.) meet with Veterans at their bedside regularly to discuss advanced directives. Finally, they plan to create an advanced directives educational video that staff members and Veterans can watch to become better educated on advanced directives.

Nancy and Jennifer exhibit Indy Excellence by not only putting our Veterans first, but by also ensuring that processes are in place that can assist our staff members to better serve our Veterans.

Imtiaz Munshi, M.D., Assistant Chief of Staff

Who should get an HIV test?



VA HIV Testing Week June 27-July 3

Why is HIV testing so important? Early diagnosis of HIV is associated with greatly improved medical outcomes. VA is the largest single provider of HIV care in the United States, providing care to more than 24,000 Veterans with HIV in 2009. Yet less than 10 percent of Veterans in VA care have ever been tested for HIV. This needs to change. Our goal is to diagnose HIV infection as soon as possible so that Veterans can receive excellent VA care and remain healthy for many years to come. Do your part. Offer the HIV test to all of your patients. *VA HIV Testing Week June 27- July 3, 2010.*

Sarah Vincent, Public Affairs Student Intern

Indy Excellence All Employee and Volunteer Appreciation Picnic









66th Anniversary of the GI Bill



In honor of the 66th anniversary of the GI Bill, the Indianapolis VA Medical Center wishes to shine a light on the Post-9/11 GI Bill.

The Post-9/11 GI Bill provides financial support for education and housing to individuals with at least 90 days of aggregate service on or after September 11, 2001, or individuals discharged with a service-connected disability after 30 days. You must have received an honorable discharge to be eligible for the Post-9/11 GI Bill.

As of August 1, 2009, the Post-9/11 GI Bill is effective for training. Approved training under the Post-9/11 GI Bill includes graduate and undergraduate degrees, and vocational/technical training. All training programs must be offered by an institution of higher learning (IHL) and approved for GI Bill benefits. Additionally, tutorial assistance, and licensing and certification test reimbursement are approved under the Post-9/11 GI Bill.

The Post-9/11 GI Bill will pay your tuition based upon the highest in-state tuition charged by a public educational institution in the state where the school is located. The amount of support that an individual may qualify for depends on where they live and what type of degree they are pursuing.

This Post-9/11 GI Bill provides to eligible individuals:

- Tuition & fees directly to the school not to exceed the maximum in-state tuition & fees at a public Institution of Higher Learning.

For more expensive tuition, a program exists which may help to reimburse the difference. This program is called the "Yellow Ribbon Program".

For those attending foreign schools (schools without a main campus in the U.S.) the BAH rate is fixed at \$1,333.00 for 2009.

- A monthly housing allowance based on the Basic Allowance for Housing for an E-5 with dependents at the location of the school.
- An annual books & supplies stipend of \$1,000 paid proportionately based on enrollment.
- A one-time rural benefit payment for eligible individuals.

This benefit is payable only for training at an Institution

of Higher Learning (IHL). If you are enrolled exclusively in online training you will not receive the housing allowance. If you are on active duty you will not receive the housing allowance or books & supplies stipend. This benefit provides up to 36 months of education benefits. Generally benefits are payable for 15 years following your release from active duty. The Post-9/11 GI Bill also offers some service members the opportunity to transfer their GI Bill to dependents.

For more information, please visit www.gibill.va.gov



Juneteenth: 145 Years of triumph

June 19 marks a great day of triumph for African American freedom. On June 19, 1865, Major General Gordon Granger from the Union Army informed slaves in Texas that the Civil War was over and slaves were free.

Texas was the last state in the Confederacy to abolish slavery after President Lincoln's Emancipation Proclamation. The word "Juneteenth" originated from the words "June" and "nineteenth" combined. Juneteenth is a time when people of all races, but especially African Americans, come together to remember the hardships of slavery and the freedom that came thereafter. It is a time when African Americans are encouraged to reflect on the freedom their ancestors helped fight for, and to excel in the opportunities that their ancestors longed for them to have. Presently, festivities commemorating Juneteenth at institutions such as colleges and universities in Indiana include king and queen pageants, parades, soul food dinners, and educational sessions.

Sarah Vincent, Public Affairs Student Intern



Please join in honoring the service and sacrifice of those who fought in the "Forgotten War".

Friday, June 25

11:00 a.m.-1:00 p.m.

Room: C-1202

Why consider Mediation?

Mediation is a form of dispute resolution that encourages the individuals involved in the dispute to talk with each other and resolve their own differences. The mediator helps the parties communicate but has no independent decision making authority.

In mediation, parties can:

- Informally communicate their thoughts and concerns
- Identify & clarify miscommunications and misunderstandings
- Acknowledge differences of perspective and opinion
- Better understand the origins of the dispute
- Share their respective interests
- Examine ways to address dissatisfaction and unmet expectations
- Develop ways to work together and improve employment relationship

If you are interested in using mediation as an option to settle work issues, contact Lynn Medley, ADR Coordinator at x84343.

REMEMBER: *Mediation is a solution to workplace disputes. It can work for you!*

Welcome New Employees

| | |
|----------------------|-------------------|
| Jennifer Acton | Keri Hawkins |
| Doris Bleah | Stephanie Jackson |
| Magali Chumbiauch | Brad James |
| Sara Collins | Kathryn Lyons |
| Jennifer DeFrancesco | Kristine Miller |
| Billy Evans | Nicole Salvi |
| Amanda Gerwig | Rebecca Smith |
| Susan Giger | Darci Stewart |
| Christi Gorth | Kevin Wynn |

INDY EXCELLENCE PEOPLE NATIONAL AWARD WINNERS



Lieutenant Joshua Engelking was selected "2009 Police Supervisor of the Year" for the U.S. Department of Veteran Affairs. Lt. Engelking, married with two children, is a Veteran (USMC 1998-2002). He worked as a Federal Police Officer in the Washington, DC metropolitan area prior to joining the Indianapolis VAMC in June 2006 as a Police Officer. He was promoted to Lieutenant in 2008.

His duties include: First Line Supervisor (2 Sergeants, 5 Police Officers and 2 Dispatchers), Primary Firearms Instructor, Assistant Criminal Investigator, and Assistant Evidence Custodian. The outstanding professional skill and constant efforts of Lt. Engelking resulted in major contributions to the effectiveness and success of police officers application of learned techniques. His execution of these duties has distinguished himself above his peers by taking on the extra responsibilities without compensation and continuously willing to adjust his schedule to ensure the Police Service meets all standards and regulations. Applying extensive knowledge and substantial experience, he insured that every officer in the Police Service was trained properly on new firearms and assisted the Law enforcement Training Center and Sig Arms in identifying firearms issues for the U.S. Dept of Veteran Affairs.



Lieutenant Brian Reneau was selected as the "2009 Police Officer of the Year" for the U.S. Department of Veteran Affairs. Lt. Reneau, married with one child, is a Veteran (USAFR 1988-1994), and has 21 years in Indiana Law Enforcement as a certified Police Officer. He joined the Indianapolis VAMC in October 2008 as a Police Officer and was promoted to Lieutenant in 2009.

As a Police Officer he was the primary liaison for implementation of the Indiana Data and Communications System (IDACS) and National Crime Information Center (NCIC) terminal for the facility. In addition, he conducts briefings at new employee orientation on police related topics/issues, was recognized for superior customer service skills in handling difficult situations and is a member of the Facility/Police Service Color Guard; participating in numerous events. The outstanding professional skill and constant efforts of Lt. Reneau resulted in major contributions to the effectiveness and success of police officers application of learned techniques. His execution of these duties has distinguished himself above his peers by taking on the extra responsibilities without compensation and continuously willing to adjust his schedule to ensure the Police Service meets all standards and regulations.

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://vawww.indianapolis.med.va.gov>. 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.