

the link

May
2012



VA Nebraska-Western Iowa Health Care System



6 The Changing Face of Nursing

eye on nwi

Marci Mylan, Ph.D., MHA | Director



Every employee at Nebraska-Western Iowa Health Care System has numerous moments each day when he or she can make a difference in a Veteran's experience, or improve the experience of another employee.

A smile or a "hello" can leave the recipients with a great feeling about their VA experience. Making sure Veterans have all that they need in a visit is the work of the entire NWI team.

On the other hand, one bad experience can undo an entire visit's worth of excellence. Even if there was no wait for an appointment, the doctors and nurses

were helpful and attentive, and a visit to the Patriot Café provided a great lunch, one careless comment or slight on the way out the door can leave a negative impression.

As we go about our work, think about the little things you can do to make sure each moment a Veteran spends at NWIHCS is part of a wonderful experience. Walk a Veteran to the door. Offer directions – or better yet, an escort to where they're going. Help other employees with their questions. We're a team focused on providing exceptional health care to Veterans.

In this edition, we take a look at how some of our employees are taking the initiative to improve Veteran care and their own experiences at work.

Also in this issue, we honor nurses and the profession of nursing. Nursing today involves providing care in alternate venues. The nurses at NWI are pushing into new frontiers in medicine. Patient-Aligned Care Teams (PACT) nursing activities use principles of patient-centered care to make sure the Veteran receives care in a high-quality and convenient way. Nursing staff monitors Veterans with chronic disease in their homes, allowing them to thrive in their home environment. Our nurses study evidence-based care and discover new ways to practice healing methods. Nurses are the front line in medicine. We honor and appreciate their work.

Together, we will make NWIHCS the leader in quality, safety and service.

Marci Mylan

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Marci Mylan, Ph.D., MHA

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Will Ackerman

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Designer | Becky Brown

FACT: VA IS THE LARGEST EMPLOYER OF NURSES IN THE NATION, WITH MORE THAN 61,000 RNS, APNS, LPNS/LVNS AND NURSING ASSISTANTS.

Cover: Diane Burford, RN goes over discharge instructions with Oliver Murren on 7East. Photo by Anna Morelock.

“Vietnam Veterans, especially, hold a close place in my heart, and it gives me a good feeling to serve them.”

Jenne Stack, RN
7East | Omaha VAMC



the link

CONTENTS

Meet an Employee | Creativity: Another Form of Therapy



Creating a Comfortable Environment for Patients



The Changing Face of Nursing



Nursing Education



VA Views | Marching Toward Magnet



Memorial Day Commemoration



Stairway to Health



Recognizing Volunteers for Their Service to VA



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creativity: ANOTHER FORM OF THERAPY

Anna Morelock | Public Affairs

air Force Veteran, artist and VA volunteer Mike Block picked up a book at Goodwill. The book was filled with artwork created by mental health patients, which he said was “really very revealing.”

As for his own artwork, Block said, “you could probably see the changes in my mental health in my artwork from the first sketches to the present-day paintings. Some are really dark and vibrant colors, right straight out of the tube.”

Block began sketching while in the Air Force. While on guard duty he’d draw his shoe or throw his hat on the desk and draw it. After his discharge he took art classes and began painting with oils.

“I’m not inspired any differently than most men and women who do anything,” Block said. “Soloman said, there’s nothing new under the sun. So, I would say there’s no inspiration greater than Jesus Christ, and he’s been inspiring men and women for thousands of years.”

Block has been coming to the VA in Lincoln since 1977. He said the staff has saved his life more than once in those 35 years.

(continued on page 11) ►



Photo by Anna Morelock

Mike Block, artist and VA volunteer, poses by two of his oil paintings hanging in the Lincoln Community-Based Outpatient Clinic.

meet john pebeck

VA Police Officer and Air Force Veteran | Grand Island CBOC



Q: How long have you been at NWIHCS?

A: "Five years."

Q: What does your job entail?

A: "Law enforcement deterrent, and also public affairs in that we are meeting and greeting patients and employees."

Q: What is a day like as a VA police officer in Grand Island?

A: "You're on your feet a lot. You're making contact with Veterans and also helping the Veterans if they need help, guiding them in the right direction. We just try to make sure everyone is taken care of who comes to the facility."

Q: What's your favorite part of your job?

A: "Working with my coworkers. Most have been in the same situations as I have, or similar situations. You have a lot of camaraderie. You're able to talk about a lot of similar subjects."

Q: What are the biggest challenges in your job?

A: "You have to be physically fit. You have to re-qualify on your weapon. You have continuing education that you have to maintain on a monthly basis and then you also have semi-annual qualifications you must meet. Of course, then you're a policeman and you have a gun and a badge as a part of your uniform – you have to act accordingly. You have to be a member of the community and an outstanding citizen. You have to walk a little tighter rope than individuals who may not be in this career field."

Q: Anything else you'd like to say about your job?

A: When I come to the facility every day, it's a humbling experience because of certain sacrifices that have been done. You take certain things for granted, whether it's just being able to walk or having both arms or not having shrapnel anywhere on my person. I could have chosen to be a local law enforcement policeman, and I was very close to doing that. Then, I came back here and wanted to give back all that I had gotten in the military, even though I was just in for my regular four years. So, it's time to give back, whether it's pushing a wheelchair or providing CPR to an individual who needs it. That's the great thing about working here. 🇺🇸

Lincoln Dental Clinic

Creates a Comfortable Environment for Patients

Anna Morelock | Public Affairs

Stopping into a cellular phone store gave Dr. Edward Greene an idea to help improve Veterans' experiences at the Lincoln Dental Clinic.

"When I left the place, (the salesperson) walked me to the door and thanked me for coming in," said Greene, the Lincoln Community-Based Outpatient Clinic's lead dentist. "That really impressed me because she didn't have to. She could have just stood behind the counter."

Back at the dental clinic, Greene asked his team to start walking patients to the clinic door, and farther if time permits, look them in the eyes, shake their hands and thank them. ▶

"We try to make the person feel like they're the most important person in the place. Sometimes it's hard to put your happy face on, but we try."

Dr. Edward Greene, Lincoln CBOC Dentist

▶ Despite being short staffed, the Lincoln dental team still makes the effort to provide a great experience for their patients.

Mobiles and motivational posters brought in by staff adorn the office. The waiting room wall is decorated with decals of military vehicles. Music plays throughout the office. Sky-like light panels give patients the sense of looking into the clouds while leaning back in the dental chairs.

Dr. Jodie Stein, who has been with the VA for more than 19 years, said the Veterans seem very comfortable coming into the clinic

"They seem comfortable with us. They bring in pictures of their grandchildren. I feel like they actually like coming in," she said.

(continued on page 11) ▶



Photo by Anna Morelock

Veteran Robert Jones lies back in the dental chair as Drs. Rob Cline and Sharlene Hock, residents with the University of Nebraska Lincoln College of Dentistry begin a procedure.

The changing face of NURSING

NURSES OF NWIHCS ARE IMPROVING THEIR CARE FOR PATIENTS

Anna Morelock | Public Affairs

Over the past several years, nurses at VA's Nebraska-Western Iowa Health Care System have seen changes in how they work together and with patients. On the inpatient side, unit-based councils have given nurses ownership of their processes. Nurses working in outpatient clinics have become part of Patient-Aligned Care Teams that put the Veterans at the center of their care.

Patient-Aligned Care Teams

Kim Shambaugh-Miller intended to work in nursing at the Lincoln VA hospital for two years. Twenty-five years later, she is the nurse director for the Lincoln Community-Based Outpatient Clinic.

“I think once I got here, I just loved to take care of Veterans. The VA has given me so many opportunities to advance my career, to get great education. I just had a lot of great opportunities that I think wouldn't have been afforded to me in the private sector.”

Kim Shambaugh-Miller, Nurse Director, Lincoln CBOC

When primary care was first implemented in Lincoln, Shambaugh-Miller was assigned to work with two doctors. Since the implementation of PACT, Shambaugh-Miller and other outpatient nurses across NWIHCS have been assigned to teams – it's no longer just a doctor and a nurse.

Nursing is moving to a more holistic approach and is no longer so episodic, Shambaugh-Miller said.

“We do a lot more case management and care coordination for the Veterans,” she said. “It's not just when you come to your appointments we take care of you for 30 minutes and then we'll see you in six months. Now it's a lot more helping (Veterans) move throughout the health care system, be it within the VA or private sector.” ▶



Photo by Anna Morelock



Photo by Bruce Thiel



Photo by Bruce Thiel



Photo by Anna Morelock

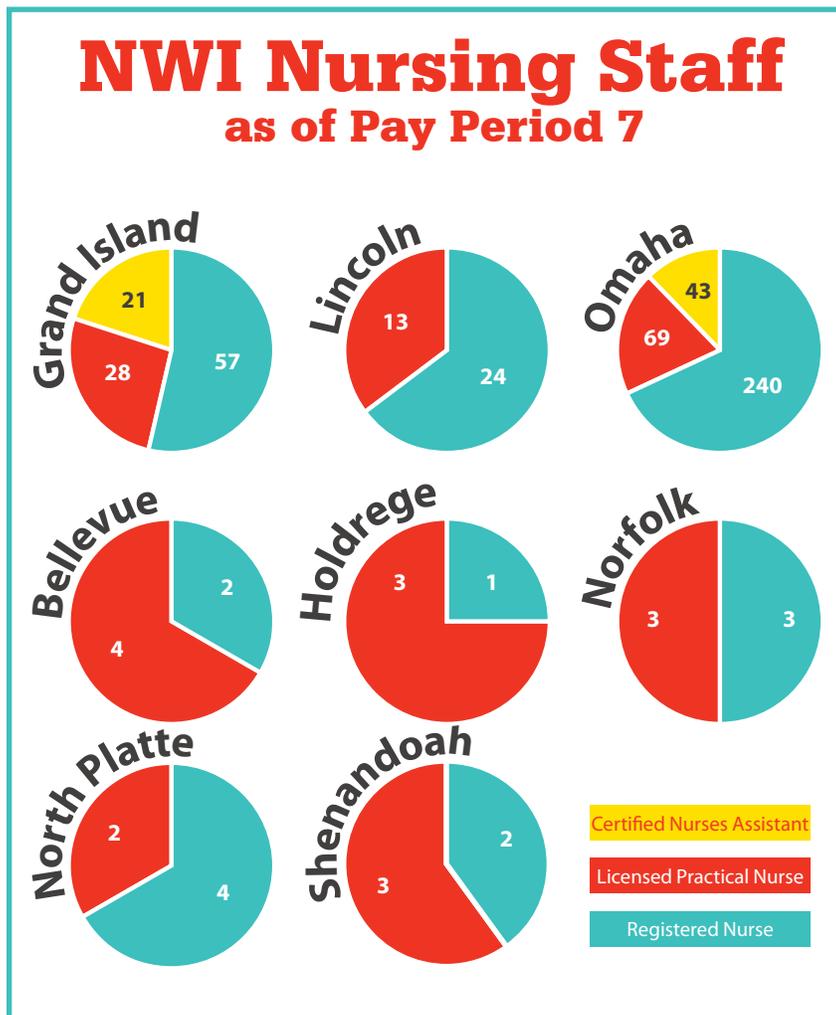
▶ Seeing the same Veterans gives the nurses the opportunity to develop relationships with the Veterans. The Veterans don't have to tell their stories over and over again, Shambaugh-Miller said, and the Veterans get attached to the members of their teams.

"It's great to have that relationship with the Veteran, and it's an opportunity for us to use our nursing skills that we went to nursing school for," Shambaugh-Miller said. "We now have the opportunity to do more than take vital signs and ask the patient questions. It's kind of the sky's the limit. As nurses, we can develop our role as far as we want to take it, and really work at the highest level we're able to."

Unit-Based Councils

On the inpatient floors at the Omaha VA Medical Center over the past couple of years, nursing has implemented shared governance in the form of 15 unit-based councils that meet monthly.

The unit-based councils allow the nurses on the inpatient floors to make practice decisions at their level. Before, nursing administrators may have handed down information on how certain tasks would be performed. Those decisions now are delegated to the UBCs. ▶



▶ "When you're a clinical nurse on a unit, or anywhere, it can feel very unempowering," said Eileen Kingston, RN, MPA and NWIHCS nurse executive. "You're getting orders from doctors, from patients, from their families, from therapists. So, being the closest person to the patient, and you're so busy managing those patients, you just feel like you're an order taker. This just gives the empowerment where it needs to be. And, that's what I'm so excited about."

Tysa Ferguson, RN, and nursing recruiter, chairs a UBC, and said she thinks the councils have really helped empower the nursing staff. It's held them accountable to be able to make decisions within their scope that impacts their practice, she said.

The UBC for 7East really focused on improving their patient satisfaction scores, Ferguson said. The result was improvement, not only in their patients' satisfaction, but in their own nursing satisfaction.

The UBCs really flow along with the NWI Way, which encourages staff to strive for leadership, ownership and value improvement in their work, Kingston said.

“I think it's made a big difference in nurses being allowed to take ownership, leadership and value improvement. It's not just words now; we've put a structure into action to make it happen.”

Eileen Kingston, RN, MPA and NWIHCS Nurse Executive 

Nursing Education

DIVERSIFYING THE NURSING WORKFORCE THROUGH EDUCATION AND CERTIFICATION

Anna Morelock | Public Affairs

Over the past several years, the roles of nurses at VA Nebraska-Western Iowa Health Care System have expanded.

“We have a broad range of experience and a diverse nursing workforce.”

Eileen Kingston, RN, MPA,
and NWIHCS Nurse Executive

“There’s so much more than just hospital nursing now. There are new technologies and new ways of doing nursing now than ever before. That’s why it’s such an exciting field to get into, because you can get in and get a little bit of clinical and go in a lot of different directions,” said Kingston.

NWIHCS has almost 350 registered nurses, 125 licensed practical nurses and more than 60 certified nursing assistants, all of whom are encouraged to further their education. More than 73 percent of NWIHCS’ nurses have a bachelor’s degree in nursing or higher.

“Bedside nurses are so essential. But we also need all of those other people, too, such as the nurse researchers, the nurse educators, and nurse recruiters. So there are a lot of opportunities.”

Pat Moffatt, RN, and Nursing Educator

This is information regarding the Four Dimensions of Nursing Practice and the 9 Criteria used to evaluate your nursing practice for your annual proficiency.

We have four career paths:

- CLINICAL (Direct care nurses, CNI)
- SUPERVISORY (Nurse Manager, Nursing Coordinator)
- ADVANCED PRACTICE (CNS, Nurse Practitioner)
- CONSULTANT (All other roles not specifically listed previously including Education, Recruiting, QM, Research, UR, Informatics, IC, etc)

These career paths support nursing in the diversified environments that are available within the VA system.

Benner's Stages of Nurse Skill Acquisition	Corresponds to VA Nurse Grades
Stage 1: Novice	Nurse 1/Level 1
Stage 2: Advanced Beginner	Nurse 1/Level 2
Stage 3: Competent	Nurse 1/Level 3
Stage 4: Proficient	Nurse II
Stage 5: Expert	Nurse III

Benner, Patricia, Ph.D. RN, FAAN FRCP. From Novice to Expert, 2001. Chapter 2, "Dreyfus Model Applied to Nursing."

Peggy Gound, DNP, ANP-BC, and nurse researcher, is among the 1 percent of NWIHCS’ nursing staff who has a doctorate degree. In her role, she has looked at NWIHCS’ nursing infrastructure and worked to improve it. She also works with nurses on projects in higher education.

“We have graduate students who conduct their capstone projects or thesis projects here,” Gound said. “We identify projects for them that will be helpful to complete their master’s degrees, but also will help benefit the institution. Not all of them are from outside; some of them are our own staff. By conducting their research here, they act as role models for Bachelor of Science in Nursing (BSNs) – if that person can get a master’s, why can’t I?”

Gound also helped begin the Nursing Research Evidence-Based Practice Fellowship at NWIHCS. Nurses who already have a bachelor’s degree in nursing can participate in the fellowship and are given a year to complete an evidence-based practice or research project. They are even given one day off a month to work on their projects.

(continued on page 12) ▶

Why do you feel it is important to honor our fallen servicemembers?



"Their ultimate sacrifice has allowed the people of this country to have the freedoms that we tend to take for granted. It does give us the opportunity to stop and think of the sacrifices the service members and their families have made. It gives us the opportunity to say thank you to all the men and women who are brave enough to dedicate their lives to protect the American people. I'm sure there is a special place in heaven for them all. God bless all our fallen servicemembers."

Marsha Hemmingsen, LPN
Primary Care | Holdrege CBOC

"They have given their lives for this nation. We must continue to remember that and honor their memory and that of their family who were such an important part of their lives. We appreciate their service, and we honor the gift of their lives they have given to this nation."

"Because they said they would give all for our country, and they did."

Stefano Brooks, LPN
Primary Care
Lincoln CBOC

"For their many sacrifices that were made."

Dennis Pedersen
Carpenter
Grand Island CBOC



Marcia Gilsdorf, LPN
Primary Care
Lincoln CBOC

"I believe it's important to honor them for their previous tours of duty that they went over there in the wars. It's just a special day they have."



Sherry Goldfish Engineering
Assistant Grand Island CBOC

VA NEBRASKA-WESTERN IOWA HEALTH CARE SYSTEM

is marching toward Magnet



Anna Morelock | Public Affairs

Once at the designation, which was developed by the American Nurses Credentialing Center, the Omaha VAMC will be labeled as a health care organization that provides excellent patient care, has excellent patient outcomes and is an environment where nurses are drawn to work.

"Although (Magnet) is a nursing designation and it comes from the American Nursing Credentialing Center, it really involves the entire organization," said Marci Albert, RN, and Magnet coordinator. "There really has to be a palpable culture shift toward excellence. We at Nebraska-Western Iowa feel that we've been moving in that direction for quite some time." ▶

▶ To reach Magnet status, NWIHCS must meet 69 standards and 19 empirical outcomes. The Magnet Recognition Program Model organizes "14 Forces of Magnetism" into five model components – transformational leadership; structural empowerment; exemplary professional practice; new knowledge, innovation and improvements; and empirical quality results. Once designated as a Magnet facility, the medical center must continue its excellence and reach beyond to maintain its status.

(continued on page 12) ▶

4th Annual

MEMORIAL DAY COMMEMORATION

Will Ackerman | Public Affairs

Everyone is encouraged to attend the fourth annual Memorial Day Commemoration at the Omaha VA Medical Center at 4 p.m. May 25. The event will be near the flag pole at the front entrance of the facility at 4101 Woolworth Ave.

The keynote speaker will be Maj. Gen. Judd Lyons, the adjutant general for the Nebraska National Guard. Music will be provided by a four-piece group from the U.S. Air Force Heartland of America Band. Representatives from the American Legion Riders and Omaha Police Department Mounted Guard also will be present. A joint color guard from various area Veteran service organizations will present the colors, and the Omaha VA Police Honor Guard will perform a formal retreat ceremony.

This event is to honor all servicemembers who have died in service to their country.

For more information, contact Will Ackerman, VA Nebraska-Western Iowa Health Care System public affairs officer, at 402-995-4719 or william.ackerman@va.gov.



employees | NEW | LEAVING

HELLO

March 11 to April 7

John Albers, *Engineering*

Helen Baker, *Human Resources*

Emily Broekemeier, *Engineering*

Julius Carmona,
Environmental Management Service

Danielle Dobish, *Business Office*

Michael Farris, *Engineering*

Carrie Fick, *Vet Center*

Natalie Hald, *Mental Health*

Robert Hanson,
Primary Care and Specialty Medicine

Theresa Hatcher, *Fee Basis*

Carol Hemphill, *Inpatient Care*

Kathleen Hirsch, *Surgery*

Wanda Johnson, *Fee Basis*

Corrine Keating, *Inpatient Care*

Tyrone Lloyd, *Police*

Sakshi Malhotra,
Primary Care and Specialty Medicine

Kurt McGhee, *Surgery*

Brianna McManus, *Surgery*

Richard Parsons, *Finance*

Lindsay Peterson, *Fee Basis*

Stacie Reuter, *Norfolk*

Heidi Rose, *Outpatient Care*

Michelle Severson,
Nurse Executive's Office

Kristin Stillwagon, *Inpatient Care*

Erik Taylor, *Inpatient Care*

Jeffrey Williams,
Environmental Management Service

Susan Wilson, *Inpatient Care*

Victor Zimmerman, *Engineering*

GOODBYE

March 11 to April 7

Ashley Andersen,
Veterans Canteen Service

Gregary Atchley, *Logistics*

Charles Blankman,
Primary Care and Specialty Medicine

William Cunningham, *Pharmacy*

Rosemary Deane, *Surgery*

Kelly Dunning, *Surgery*

Ngan Duong, *Pharmacy*

Timothy Judge,
Primary Care and Specialty Medicine

Timothy Kennedy, *Police*

Anu Sarah Kurien-Essam,
Extended Care

Cindy Niemack-Brown,
Primary Care and Specialty Medicine

Patrick Powers,
Primary Care and Specialty Medicine

Heather Redding, *Food Service*

Raul Saavedra, *Patient Care*

Kelly Schneider, *Extended Care*

Tina Schenck, *Surgery*

Milton Thomas,
Veterans Canteen Service

Milton Ward Jr.,
Primary Care and Specialty Medicine

► *Creative Therapy continued from page 4*

"I developed as this place. When they no longer had beds, I no longer needed a bed. There's a lot of dedicated people working here and a lot of dedicated people being treated here," he said.

"I think art can be a wonderful, wonderful medium for patients," Block said. "Art includes every kind of therapy you can think of, I think."

Inside the Lincoln Community-Based Outpatient Clinic where Block has been a volunteer for about three years, a few of his paintings hang in the halls. At the information desk, an eagle and a mountain scene hang on the wall. In the mental health clinic hangs another landscape depicting a barn and windmill.

Block said he still thinks there's a stigma attached to getting treatment for mental health.

"I would tell these younger guys, 'What difference does it make how you quit smoking as long as you quit? If you go cold turkey; hey, I'm proud of you. If you use the patch; hey, I'm proud of you. If you quit with that pill, wonderful. Who cares how you quit, just quit. It's going to kill you. Mental health is the same way. It's going to kill you. Get help. Don't worry about it.'"

Block's paintings that hang in the Lincoln VA, along with a few others, were entered in the VA Creative Arts Festival, which will be in Boston Oct. 8 through 14. 

Check out more of Block's art at www.grandpamikesart.com.
Learn more about the Creative Arts Festival at
www.va.gov/opa/speceven/caf/index.asp.



► *Lincoln Dental continued from page 5*

Greene also believes, "if the staff is happy, then the staff will keep the patients happy," a sentiment Pam Schneider, the receptionist and dental assistant, said she appreciates.

"I think our office has always been pretty much people-centered. We try to take time talking to them."

Pam Schneider, Dental Assistant, Lincoln CBOC

Stein agreed. "I think we take quite a bit of time. I don't feel like we're ever rushing anybody out," she said. "I feel like we're really helping them. Because they don't have to pay for anything, we are able to offer them top-quality care. They're appreciative. They've done a lot, obviously, for our country, and I just like helping them." 

EVENTS what's going on?

April 30-May 4

Office of the Inspector
General Assessment

May 3

Volunteer Recognition
Luncheon, Lincoln

May 6-12

National Nurses Week

May 6-12

National Hospital Week

May 6-12

Public Service
Recognition Week

May 6-12

National Compliance
and Ethics Week

May 13

Mother's Day

May 13-19

National Police Week

May 13-19

National Women's
Health Week

May 13-19

National Nursing
Home Week

May 16

Veterans Forum, Lincoln

May 16

Walk and Roll - VA 2K

May 19

Armed Forces Day

May 20-26

National Emergency
Medical Services Week

May 25

Memorial Day
Commemoration, Omaha

May 28

Memorial Day

For more information
about VA NWHCS events,
visit www.nebraska.va.gov.



VA NWHCS is now engaging Veterans
through Twitter and Facebook



www.twitter.com/VANWHCS



www.facebook.com/NebraskalowaVA

Watch for news, patient information and
upcoming events.

Stairway to HEALTH

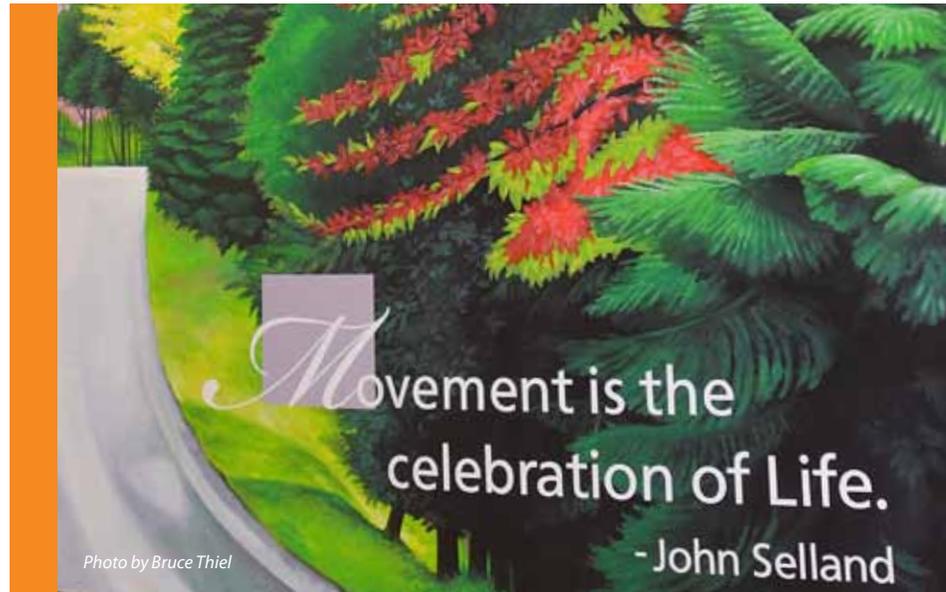
Will Ackerman | Public Affairs

The VA Nebraska-Western Iowa Health Care System Employee Health Promotion Disease Prevention staff unveiled a new "Stairway to Health" March 28 at the Lincoln Community-Based Outpatient Clinic.

The goal is to encourage VA employees to participate in healthier activities such as using stairs instead of elevators, said Quin Kelly, Employee Health Promotion Disease Prevention (EHPDP) coordinator.

Leadership and employees from the clinic joined in an official ribbon-cutting ceremony and unveiling of the three murals, which are painted on the walls in the stairwell that lead to the employee fitness center on the facility's third floor.

Employees also met the artist who painted the murals, Mike Nelson, and Dan Gutzmann, who designed them. The three mural scenes include serene country roads and walking paths that represent various seasons.



"Our goal is to create a tranquil and soothing ambience to encourage employees to use the stairs," said Duncan Fallon, Lincoln CBOC acting site manager.

Kelly said they plan to add stairway murals at the Grand Island CBOC and the medical center in Omaha. The murals were funded through a grant from the EHPDP program. 

► Nursing Education continued from page 8

One of the fellows, Robert Laws, looked at central line bacteremia rates in the intensive care unit. The rates were above the national norm, so he investigated and put together a bundled approach to the problem. Within one year, Laws' project saved NWHCS more than \$400,000.

Another program NWHCS has implemented is a nurse residency program. In school, nurses don't get as much clinical time, Gound said. They may have one or two patients. Once they start working, they'll have four or five to take care of at once. The residency program assigns graduates a mentor so they have continual support as they begin their nursing career.

"We want to make sure we provide the resource and foundation to our nurses to succeed." Moffatt said. 

► Magnet continued from page 9

NWHCS started its Magnet journey in 2008 by conducting a gap analysis to discover where improvements could be made.

"Since that time, we've been working to resolve the gaps and to generate that culture shift. That doesn't happen overnight. It truly is a journey," Albert said. "It's a trek, if you will. Sometimes the process goes very quickly. Sometimes it sets you back a little bit. We're dealing with the gaps now. There are fewer gaps than when we started, which is good thing."

Staff at NWHCS are enthusiastic about the Magnet journey, Albert said. The journey toward the designation helps Veterans, as well.

"This is all for naught unless we put the Veteran first" Albert said. "When we put the Veteran first, and we build things to sustain our workforce, it's a win-win situation. If this didn't improve Veteran care, then I couldn't get behind it." 

To learn more about Magnet, visit www.nursecredentialing.org.



Volunteers honored VA for service to VA

Will Ackerman | Public Affairs

You see them greeting and assisting people at the front door of the medical center, on the elevators delivering items to staff or driving vehicles to help patients travel to and from their medical appointments at VA. More than 800 volunteers perform tasks that are important to staff and patients.

During April, volunteers at VA Nebraska-Western Iowa Health Care System were honored at volunteer recognition luncheons in Omaha, Grand Island and Lincoln. The title of this year's events was "Paradise," which featured a Hawaiian theme.

"Although we recognize their contributions daily, this event is a formal, public way to show our appreciation for what our volunteers have done for Veterans over the past year."

Chris Shipp, Chief, VA NWHCS Voluntary Service

The luncheons featured comments by VA NWHCS executive leadership and special recognition awards for volunteers who reached various hours-served milestones. Volunteers received awards for hours served from the 100-hour milestone to more ▶

Angela Williams, Grand Island site director, gives an award to the mother of volunteer Dennis Luebbe, who passed away in 2011. Over the course of 27 years, Luebbe donated 11,355 hours of time to Veterans at the VA.

▶ than 15,000 hours. Some volunteers also received the Presidential Lifetime Service Award and other special recognition.

Although all volunteers were honored, some reached significant milestones this year.

Kenneth Walde, a volunteer at the Omaha VA Medical Center, was recognized with the Exceptional Honor Medallion and Pin for serving a cumulative 15,816 hours over 21 years. Marge Hartman topped the cumulative hours served for the Lincoln VA Community-Based Outpatient Clinic with 10,056 hours over 31 years. Dennis Luebbe was recognized posthumously for the most cumulative hours this year for Grand Island, with 11,355 hours served over 27 years.

Shipp said volunteers donated more than 107,000 hours of their time over the past year and performed work that equated to more than 50 full-time employee positions. He said NWHCS is always seeking new volunteers. 

To volunteer, call 402-995-3284. To see the list of volunteers recognized, visit www.nebraska.va.gov/giving.



Photo by Anna Morelock

PCCGRAPEVINE

Michele O'Connor | Patient Centered Care
Training Coordinator

Brush-Up on Your CARE and Service Recovery Knowledge and Skills

Employees: Do you remember what CARE stands for? If not, it might be a good time to brush up on your training. Employee education offers "Treating Veterans with CARE" on a regular basis for new employees and those who want a refresher.

CARE Training

CARE stands for, **C**onnect, **A**ppreciate, **R**espond and **E**mpower – an important approach for patient centered-care and, in general, for positive people-centered interactions.

Service Recovery Training

Service Recovery Training offers employees opportunities and tools to help solve problems with Veterans and their family members. Whether the problem was caused by you or another VA staff member, or was a system problem, such as parking or an appointment problem, all employees have the opportunity to provide service recovery. Also known as CARE Repair, we use CARE techniques to correct problems.

CARE and Service Recovery Training go hand in hand. Employees now have two options to tweak or test their service recovery skills:

- "Treating Veterans with CARE – Service Recovery" on the Talent Management System. This course takes about 45 minutes to complete and will provide you with opportunities to explore concepts and behaviors using interactive tools.
- The new "Treating Veterans with CARE – Service Recovery" course created by the patient advocates at VA Nebraska-Western Iowa Health Care System. This course can be completed in about 15 minutes and covers similar content as in the TMS course, but in an abbreviated format. You must work through the patient advocates or Employee Education to ensure you get credit for taking this PowerPoint presentation.

The service recovery course is not a mandatory requirement, but it is highly recommended for all employees. It is an important communication tool that supports our patient-centered care journey. NWI is hoping to enroll at least 10 percent of all employees into one of these classes in the next two months, so your participation is greatly appreciated. It's a great training course to do at staff meetings, too.

For additional information about options or to schedule a time for a group presentation, contact:

Grand Island-Kent Engelhardt, ext. 2132

Lincoln-Jodi Manley, ext. 7933

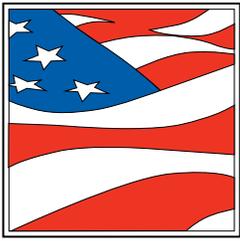
Omaha-Jodi Wilson, ext. 3477

**Patient-Centered Care Training
Coordinator**- Michele O'Connor,
Omaha ext. 5809 



The Patient-Centered Care Grapevine is a new feature to highlight patient-centered care activities and training. Watch the Daily Briefs and the Intranet for this logo.

If your department or program has a unique way of being patient-centered and wants to be featured, contact Michele O'Connor at Omaha ext. 5809 or micheleoconnor@va.gov.



VETERANS FREEDOM

MUSIC FESTIVAL

Welcome Home Event



June 23

9:45 AM - 8:30 PM
free admission



Gates open at 9 | Opening Ceremony at 9:45 | Top 9 Local Bands from 10:30 to 8:30

Lincoln VA Campus

600 South 70th Street; Lincoln, Nebraska

Veterans Color Guard | Firing Party | Taps
VA Health Care and Information Fair
Kids Activities | Food Vendors
Free Parking | Free Shuttle Service
Go to www.nebraska.va.gov for more information.



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