

# the link

APRIL  
2015



VA Nebraska-Western Iowa Health Care System



**EMERGENCY ROOM  
TOPS THE CHARTS  
IN PATIENT  
SATISFACTION**

**6**

**It's been terrific to meet so many wonderful employees working within the VA Nebraska-Western Iowa Health Care System.** If I haven't been in your area yet, I will be there soon. Thank you for allowing me to become part of this great family.

We have the unique privilege and honor to care for America's heroes. These men and women sacrificed much to provide us all with a safe and secure country in which to live. Providing top-notch health care with a true personal commitment sends a powerful statement to our Veterans. Living up to this responsibility while embracing the I CARE values requires each of us to focus on providing superior service to Veterans for the service they provided us.

In the coming months, many exciting issues will require our team to make important decisions. The Omaha VA Medical Center is aging (like many of us), and needs immediate attention. We have two major leases in the works for the historic Lincoln campus and a new clinic, and we continue to work to improve access for our Veterans. There are no easy answers for these issues. Together, and with patience, we can find answers to the challenges before us.

I hope, as we get to know each other, you will find me transparent and direct. I believe the more we know as a team, the more progress we can make moving our organization forward. I pledge to do my part; I am depending on you to do yours. I look forward to meeting you personally in the days ahead.

Respectfully,

*Don Burman*



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Corie Keating, RN, checks Veteran Ronald Taylor's blood pressure during his recent visit to the VA NWIHCS emergency room. Photo by Lori Bultman

“I consider it an honor to now be in a position to serve our Veterans who once sacrificed everything for my benefit. It is humbling to be a part of something so much bigger than myself.”

Jennifer Bass, Registered Dietitian  
Shenandoah VA Clinic



# the link

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### CONTACT US

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## MEET

# dennis miller, RN

Nurse Manager  
Bellevue VA Clinic | U.S. AIR FORCE VETERAN



**How long have you worked at the VA?**

*"9 1/2 years."*

**What does your job entail?**

*"I oversee the day-to-day operation of the Bellevue VA Clinic. I also assist in getting Veterans to the right level of care, along with other RN duties."*

**What do you like best about your job?**

*"I really like what we do for Veterans in the VA. I enjoy the interaction we have with Veterans as we assist them in optimizing their health. It is a good feeling when Veterans leave the clinic content with the care we provide them. It lets us know that we did them well."*

**When you are not at work, where can you be found?**

*"Mostly, I am on a soccer field watching my 15-year-old daughter play, coaching my 10-year-old girl's team or playing soccer myself. One may also find me working out at the Offutt Field House. Also, I might be in my garage, in the summer time, doing woodwork and picture framing."*

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## Nurse Encourages Social Involvement Through Mrs. Nebraska Platform

Will Ackerman | Public Affairs

**N**urses have a passion to care for others. They sacrifice for the betterment of others. Shannon Jones, a registered nurse on 7-east at the Omaha VA Medical Center, practices her passion to help others through a highly-visible program—the Mrs. Nebraska United States program.

Jones earned first runner-up for the 2015 pageant while representing as Mrs. Papillion.

Although Mrs. United States' contestants are "confident, intelligent, successful and beautiful," its goal is not just beauty. It "celebrates the achievements of married women," according to the program's website.

Jones platform is highlighting the importance of volunteering in community social services to help others in need. She lives this by example. Jones volunteers as a Court Appointed Special Advocate (CASA) in Sarpy County, Neb. CASAs are volunteers who are paired with children who have "experienced abuse or neglect." They are advocates for the children and make recommendations to the judge, according to the Sarpy County CASA website.

She also volunteers with juvenile diabetes research at the University of Nebraska Medical Center and with sexually transmitted disease screening at the Douglas County jail. Jones said her goal is to encourage everyone to volunteer and help others.

"Whatever calls you; wherever your civic or philanthropic focus is," she said, "it's part of being a good citizen. 🇺🇸"

*"If you have the time and ability to make an impact, you should."*

Shannon Jones, RN | Omaha VAMC



Shannon Jones, a nurse at the Omaha VA Medical Center, and her husband Nick at one of her pageants

# PROVIDING QUALITY HEALTH CARE TO VETERANS *is 'personal' for new director*

Will Ackerman | Public Affairs

**F**or Don Burman, serving Veterans is personal.

"I understand what Veterans have been through," said Burman, VA Nebraska-Western Iowa Health Care System's (VA NWIHCS) new director. He served almost 10 years in the U.S. Air Force.

"As a Veteran, I want to provide exceptional service to my fellow Veterans," Burman said.

Burman's focus is to improve access to VA health care for Veterans and to improve their experience once they are enrolled into the system.

"We have to get Veterans linked into our VA clinics, or within the community, where appropriate," Burman said.

One of Burman's top priorities is whether VA will build a replacement facility for the Omaha VA Medical Center or lease community space. The local NWIHCS leadership team continues to work with the Veterans Integrated System Network (VISN 23) to develop viable options for VA Central Office to consider.

Burman said he has much experience building new infrastructure and growing health care systems during his 26 years in the private sector in addition to his last two years as the director at the VA's Southern Oregon Rehabilitation Center and Clinics in White City, Ore.

He said much of NWI's current success is the result of leadership before him, to include the former acting director, Eileen Kingston, and his immediate predecessor, Marci Mylan.

Burman said he is very transparent, and employees will always know where he



Photo by Lori Bultman

“We’re all the same, just working in different job descriptions. NWI has a great team, a lot of seasoned folks who make a difference. I feel really blessed.”

Don Burman, Director | VA NWIHCS

stands on an issue. He said this is also part of his commitment to demonstrate the importance of living out the VA's core values of Integrity, Commitment, Advocacy, Respect and Excellence (I CARE) by example.

Burman said like the captain of a ship, his success hinges upon the quality and teamwork of the employees. Although he said his job is to ask lots of questions to determine if there is a better process for how NWI serves its Veterans, he is honored to be but one member of the team.

“We’re all the same, just working in different job descriptions,” Burman said. “NWI has a great team, a lot of seasoned folks who make a difference. I feel really blessed.”

Burman and his wife, Deborah, are “thrilled” to be back in the Midwest, he said. His two children and 18-month grandchild are now all within one-day's drive from Omaha. 📍

# EMERGENCY ROOM ↗

## Tops Charts in Patient Satisfaction

Lori Bultman | Public Affairs

**The emergency room (ER) can be the busiest area of a hospital. The stress level there can be overwhelming, yet the ER staff members at VA Nebraska-Western Iowa Health Care System (VA NWIHCS) have come together to show they have what it takes to satisfy their patients under any circumstances.**

According to recent Press Ganey patient experience scores, VA NWIHCS ER is in the 99<sup>th</sup> percentile compared to all emergency departments monitored by the company, said Gayla Jerrell, patient-centered care coordinator.

“The key to our success in the ER is our team approach. If you have good people, give them solid processes, then let them do their job, you can achieve anything. We strive for the standards of the best private hospital, and patients can feel that.”

Dr. Scott Menolascino | ER Director

Press Ganey provides patient-experience measurements across the continuum of care, and partners with more than 22,000 health care facilities, including private, government and teaching facilities.



Photo by Lori Bultman



Photo by Lori Bultman

“The key to our success in the ER is our team approach,” said Dr. Scott Menolascino, ER director. “If you have good people, give them solid processes, then let them do their job, you can achieve anything. We strive for the standards of the best private hospital, and patients can feel that,” Menolascino said.

Patients who visit the ER are treated with respect and are invited to join the team in their own way, said Ellen Long, RN, ER nurse manager. “We are continually trying to make it even better for the patients. Teamwork and the relationships we have with our patients are an important part of what we do,” she said, adding that many ER patients are repeat customers, and relationships form between them and the staff members. “We really want the patients to feel cared for here and feel comfortable helping us make decisions about their care.”

When hiring staff members for the ER, Menolascino said they look for traits which are imperative to being a good team member. “We hire people with similar work ethics and who like to be around people. A team is only as strong as its weakest link,” he said.

“We really want the patients to feel cared for here and feel comfortable helping us make decisions about their care.”

Ellen Long, RN | ER Nurse Manager

Bottom Left: Craig Green, RN and Kristin Stillwagon, RN (left) treat patient Carlos Lopez-Ruiz in the emergency room with assistance from Patricia Pinkes, health technician.

Left: Erik Taylor, RN, (left) discusses patient care with Dr. Victoria Halgren in the emergency room.

The department currently has four full-time providers, 20 moonlighting emergency department providers, one nurse practitioner, 17 nurses, three health technicians and various students and residents working rotating shifts. Turn-over is very low in the department, Long said. “People only leave their job here if they move away.”

Menolascino said staff members in the ER have good clinical, interpersonal and communication skills, which are important to patient satisfaction. “We communicate constantly here. If an order is put in, someone is notified verbally so they know to look for it. Times are also monitored very closely,” he said. “We track times on everything, and a new computer program in the ER allows for instant information flow. It also allows any staff member to track a patient’s progress.”

“I know how hard they are working to provide prompt and effective service in the ER,” said Dr. Gary Gorby, Chief, Medicine Service. “Their high patient satisfaction scores reflect their success in those efforts.”

The staff members in the ER have every intention of keeping their patient satisfaction scores high through their dedication, cohesiveness and professional standards, said Long. They will continue to work hard to improve their patients’ experiences there.

The VA NWIHCS ER is open 24 hours a day-seven days a week. They see an average of 42 patients per day. 

45 YEARS OF EARTH DAY - APRIL 22, 2015

# KEEPING VHA GREEN, CLEAN

Lori Bultman | Public Affairs

**V**eterans Health Administration's (VHA) main mission is to deliver quality health care to our Nation's Veterans. In addition, the VHA has also demonstrated a commitment to protecting and improving the environment. With the implementation of Green Environmental Management System (GEMS) in 2005, VHA facilities, including VA NWIHCS, have been taking the necessary actions to integrate environmental accountability into day-to-day decision-making and long-term planning processes.

Robin Fried, GEMS Program Manager, VA Nebraska-Western Iowa Health Care System (VA NWIHCS), works daily to ensure this commitment and mission are accomplished.

"If it has to do with air, water or waste, I am here to ensure we are meeting VHA as well as Environmental Protection Agency (EPA) regulations and policies," Fried said.

"In FY 2014, VA NWIHCS recycled over 250 tons of solid waste. There are many types of waste that people don't think about."

Robin Fried, GEMS Program Manager  
VA NWIHCS

There are many facets to a GEMS program, but recycling and waste disposal are a large part of the VA NWIHCS program. "In FY 2014, VA NWIHCS recycled over 250 tons of solid waste," said Fried, who also ensures the proper disposal of over 8,000 pounds of hazardous waste every year. "There are many types of waste that people don't think about," she said. In addition to everyday trash and recycling, there are biohazard, radiological, chemical, chemotherapy and pharmacy waste streams. Each of these must be disposed of according to strict EPA regulations and policies, Fried said.

Recycling programs can bring revenue to local GEMS programs, while other types of waste bring removal expenses. "We receive money from some recycling programs,



Photo by Lori Bultman

but most of our waste has to be removed by a contractor," Fried said. All the money received from recycling is used for the recycling and other waste programs, she said.

"We recently used recycling money to purchase new recycling stations throughout the medical centers in Omaha and Grand Island," Fried said. The new containers are grey and have two deposit receptacles on top, one for trash and one for recycling.

“Employees should try to be aware of how their job role could potentially affect the environment, even if it is in a small way. For example, each employee at the medical center uses, on average, 24 reams of paper per year.”

Robin Fried, GEMS Program Manager  
VA NWIHCS

Only certain items can be recycled, Fried said. "Magazines, newspaper, plastics, light cardboard and aluminum cans can be put into the recycle side of the new bins, or into the previously existing blue recycling bins," she said.

Recently, light bulbs and batteries were added to the medical center's recycling program, but they do not go into the regular recycling bins or cans. "There are special bins on the inpatient wards, in biomed and in engineering where used batteries should be

Left: Brandon Stewart, Housekeeping Aid, Environmental Management, picks up recycling from a new, dual-sided container purchased with funds obtained through the GEMS recycling program. Stewart said people have been good about putting items in the correct side of the new bins.

Above: Eddie Lakes, Health Tech, deposits his empty soda can into the recycling bin in the Veterans Canteen at Omaha VAMC.

Right: Robin Fried picks up hazardous waste at Omaha VAMC for disposal.



deposited," Fried said. Light bulbs are recycled through engineering.

Fried is continually working to find new ways to protect and improve the environment through green programs. She recently evaluated pharmacy operations and is working to implement a new, best practice procedure for pharmacy waste. "Some pharmacy waste can be hazardous," she said. "Integrating best practices into our current pharmacy waste process will help ensure pharmacy waste does not get into groundwater."



Fried said employee participation is vital to GEMS initiatives at VA NWIHCS. "Employees should try to be aware of how their job role could potentially affect the environment, even if it is in a small way. For example, each employee at the medical center uses, on average, 24 reams of paper per year." She suggests employees use paper-reduction strategies such as double-sided printing, decreasing the font and margins on large documents or using print preview to help reduce the number of pages printed.

Employees who would like to become more involved in VA NWIHCS GEMS and recycling programs can contact Fried at 402-995-4442.

# VA EVOLVES TO MEET NEEDS OF WOMEN VETERANS

Lori Bultman | Public Affairs

**W**hen eligibility was granted by Congress for women to receive equal access to care at Veterans Health Administration (VHA) facilities, women represented a minority in a system designed to meet the needs of men. To more readily serve women Veterans, over the past two decades VHA has rolled out numerous initiatives designed to improve access to, quality of and equality in care for women.

“It’s important to provide training, guidance, support and actively involve the staff members who deliver care to women Veterans.”

Donna Higgins, LCSW, Women Veteran Program Manager | VA NWIHCS

Times have changed, said Sue Graalfs, LPN, Blue Clinic, VA Nebraska-Western Iowa Health Care System (NWIHCS). “When I started working at the VA 15 years ago, there were not nearly as many women as there are now. You didn’t see strollers and toddlers in the medical center back then, the way you do now,” she said.

The number of women using VHA services has nearly doubled in the past decade, growing from 200,631 in fiscal year (FY) 2003 to 362,014 in FY 2012, representing an 80 percent increase over 10 years. In contrast, the number of male Veterans in VHA has grown slower, from 4,302,858 to 5,249,002—a 22 percent increase in the same timeframe, according to VHA Sourcebook.



Photo by Lori Bultman

Recognizing this dramatic increase, women Veteran program managers are working to identify what actions are needed to ensure primary care services are provided by staff members knowledgeable of women’s health issues,



Photo by Lori Bultman

Left: Nebraska Air National Guard and U.S. Army Veteran Sherry Freytag checks with Sue Lawson, outpatient phlebotomy lead, for outpatient laboratory services at the Omaha VAMC.

Above: Kami Willett, RN, simulation coordinator and clinical educator, teaches licensed practical nurses (LPNs) Isaac Abban, Linda Fitch and Matt Wann how to prepare a treatment room for a female Veteran’s appointment.

said Donna Higgins, LCSW, Women Veteran Program Manager, VA NWIHCS.

There are currently 2,707 women Veterans receiving care at VA NWIHCS. In 2014, 51 babies were born to VA NWIHCS women Veterans through coordinated care, said Kathy Popelka, NP, maternity care coordinator and women’s health provider, VA NWIHCS.

Providers at the VA are educated to provide quality care for all Veterans, Popelka said, but there is special training for providers to educate them to be sensitive to the special needs of a female.

Additionally, nursing and education staff members have collaborated to provide more women’s health educational opportunities for nurses. “It’s important to provide training, guidance, support and actively involve the staff members who deliver care to women Veterans,” Higgins said. *(continued on page 14)*

# Volunteers are Vital at VA

Lori Bultman | Public Affairs

**A**nyone who has been to an appointment at a Department of Veterans Affairs (VA) medical center most likely came into contact with a volunteer.

The approximately 900 volunteers at VA Nebraska-Western Iowa Health Care System (VA NWIHCS) serve as drivers, work at information desks, deliver coffee and snacks, bake cookies and escort patients to medical appointments.

"Individuals who volunteer at VA could volunteer anywhere," said Christopher Shipp, chief, voluntary service, VA NWIHCS, "but our volunteers chose to serve Veterans."

**"Individuals who volunteer at VA could volunteer anywhere, but our volunteers chose to serve Veterans."**

Christopher Shipp, Chief, Voluntary Service | VA NWIHCS

"We recognize our volunteers every April with luncheons held in Omaha, Grand Island and Lincoln," Shipp said. This year's luncheons will be held Apr. 16 in Omaha, Apr. 21 in Grand Island and Apr. 30 in Lincoln.

Every hour donated by volunteers is vital. The number of hours some volunteers donate can be extraordinary. "One of the honorees for fiscal year 2014 recognitions has donated 12,000 hours to the VA," Shipp said. "Several others donated between 9,000 and 10,000 hours."

Volunteers can work at the VA any amount of time they have available, and all of those hours really add up. In fiscal year 2014, volunteer hours provided the equivalent of \$2.2 million in labor contributions at VA NWIHCS, Shipp said.

There are two types of volunteers who commit time to Veterans at the VA. "Regularly scheduled volunteers come on certain days, at set times, while others come on an occasional basis," Shipp said. "We have various groups who come during holidays and visit patients or work on holiday activities."

If someone would like to volunteer at VA NWIHCS, there is new volunteer orientation on the first and third Friday of each month at the Omaha VAMC. New volunteers should call ahead to confirm attendance, Shipp said.

To reach a voluntary service representative for Omaha VAMC or Lincoln VA Clinic, call 402-995-3283, and for Grand Island VAMC, call 308-389-5146. 



Mary Beth Dejoy has been volunteering at the Omaha VAMC patient escort office for 25 years and has accrued 12,000 hours of service. Christopher Shipp, Chief, Voluntary Service, said you won't find a friendlier person than Mary.



Laconna Killings is a U.S. Air Force Veteran and has been volunteering at the Omaha VAMC for about a year. She said volunteering at the VA is an opportunity to give back to people like herself.



Linda Varejcka, spouse of a U.S. Navy Veteran and a member of the American Legion Ladies Auxiliary, District 12, has been volunteering at the Lincoln VA Clinic since she retired in 2004.



Ray Poplau is a volunteer at the Grand Island VAMC. He has been volunteering there for 12 years and said it gives him a good feeling to be able to help Veterans.

**Become a Volunteer**

**Call Voluntary Service to See What You Can Offer:**

**Omaha or Lincoln:**  
402-995-3283 or 3284

**Grand Island:** 308-389-5146



DEPARTMENT OF VETERANS AFFAIRS

# There's an app for that...

## New Application Helps Veterans Adjust, Better Use Their Hearing Devices



**I**n a given year, the 1,009 audiologists at VA facilities provide more than 375,000 hearing aid adjustments and care services. Now, with a new app for iPhones, Veterans can make minor adjustments to their hearing aids anywhere.

There are currently six contractors being used by VA for hearing aids, said Dr. Michele Gortemaker, Chief, Audiology and Speech Pathology, VA Nebraska-Western Iowa Health Care System (VA NWIHCS). Some of those contractors provide hearing aids which require a streaming device to complete adjustments. Two provide devices which work through an iPhone without a streamer.

"Previously, Veterans could make volume or program adjustments with a remote control or they could stream audio signals through their hearing aids with an additional streaming device which could be hung around the Veteran's neck," Gortemaker said. Now, through new technology, patients are able to make adjustments with a mobile phone app which works directly with the hearing aids and does not



Photo by Lori Bultman

“We will work to find the hearing device that is most comfortable, effective and useful for the patient.”

Dr. Michele Gortemaker, Chief, Audiology and Speech Pathology  
VA Nebraska-Western Iowa Health Care System



require a wired connection or intermediate, streaming device.

Patients can adjust the volume as well as multiple sound settings through their iPhone, Gortemaker said. They can also set up geotags so the hearing aids will automatically adjust when the patient goes to a particular location.

The cost of the iPhone-compatible hearing aids VA offers to eligible patients is the same as the cost of the streaming capable devices, Gortemaker said. So, the decision of which technology a patient should receive is really a matter of patient comfort and convenience. Some Veterans are very tech-savvy and can easily operate the app, while others might have to stick with the streaming technology, she said. “We might have a patient who is 85 and can operate an iPhone with no problem, while there might be a 45-year-old Veteran who has a flip phone, so this technology will not work for that person,” She said. “We will work to find the hearing device that is most comfortable, effective and useful for the patient.”

While the new iPhone app makes it easier for Veterans to adjust and better use their hearing aids, fine tuning of devices



Photo by Lori Bultman

will still need to be completed by a VA audiologist. To make this easier for Veterans, tele-audiology equipment is now available at Holdrege, North Platte, Shenandoah and Norfolk VA Clinics so most adjustments can be done at those locations. Additionally, Holdrege, North Platte and Norfolk VA Clinics are now providing remote hearing tests, because new equipment received last July.

Gortemaker said the new equipment VA NWIHCS has placed in those clinics, in addition to advancements in digital applications, has helped make audiology care more accessible to Veterans, often saving them the time and expense of traveling to Omaha, Lincoln or Grand Island to receive the prompt, quality care they need and deserve. 📞

Left: U.S. Air Force Veteran Robert Case receives his first hearing aids from Kelci Kilthau, audiology doctoral trainee. Case said it will be much easier to make adjustments to his hearing aids with the iPhone app.

Right: Kelci Kilthau helps Robert Case adjust his new hearing aids with his iPhone.

► *VA Evolves to Meet Needs of Women Veterans continued from page 4*

Graalfs recently attended one of these training sessions. "I work in a clinic where women Veterans visit every day, but some clinics may have only a few women Veterans per year for gynecological appointments, and those nurses need refresher training to be ready those patients," Graalfs said.

Privacy and understanding are what women Veterans need. "When a GYN exam is performed – there is a female chaperone accompanying the provider. In addition, we have curtains in each exam room that can be used so when an exam door is opened the patient is shielded," Popelka said, "The exam room can be locked."

Some women Veterans may have experienced military sexual trauma, and those women also need special consideration when it comes to exams, Popelka said.

Higgins wants all women to feel welcome at VA. She will continue to work with staff members to ensure women Veterans receive all of the care they need. "Through staff training, we will continue to create a better environment for women Veterans in order to give them the care they deserve," she said. 🗣️

For more information about women and VA health care, the VHA Sourcebook: Women Veterans in Veterans Health Administration can be found at [www.womenshealth.va.gov](http://www.womenshealth.va.gov).

## events WHAT'S GOING ON?

- Apr. 4** *First Day of Passover*
- Apr. 5** *Easter Sunday*
- Apr. 6** *Food Pantry, Lincoln VA CBOC*
- Apr. 9** *Former POW Recognition Day*
- Apr. 13** *Thomas Jefferson's Birthday*
- Apr. 15** *Tax Day*  
*Food Pantry, Community Resources and Referral Center, 825 Dorcas St., Omaha*
- Apr. 17** *VA Coffeehaus, Lincoln VA CBOC*
- Apr. 21** *National Library Worker's Day*
- Apr. 22** *VA Community Book Club, Lincoln VA CBOC*  
*Administrative Professional's Day*
- Apr. 24** *Arbor Day (Nebraska)*
- Apr. 24** *North Platte Canteen Volunteer Rosalie Lippincott speaks at Lincoln VA Clinic*

For more information  
about VA NWIHCs events,  
visit [www.nebraska.va.gov](http://www.nebraska.va.gov).



Photo by Will Ackerman

The DAISY Award for extraordinary nurses was presented on Mar. 18 to Sarah Bennett, BSN, RN, intensive care unit nurse, Omaha VAMC. She was nominated by a Veteran and family. Pictured are Sarah and Tammy Bockman, then Acting Nurse Executive/ Associate Director for Patient Care.

### employeeUPDATE

## HELLO

- RANDY DORSEY**, VA Police
- SHARDE DOUGLAS**, Pharmacy
- JAMES ESTES**, VA Police
- JESSICA HILBERT**, Nursing
- SAJAN MAHAJAN**, Imaging
- MICHAEL MIDDLETON**, Logistics

## GOODBYE

- LINDA ADAMS**, Nursing
- DUENNA FRANCIS**, Veterans Canteen Service
- BRIAN HIRZ**, Research
- SUSAN MAGILL**, Nursing
- NANCY MCGILL**, Laboratory
- KATHLEEN PRAUS**, Nursing
- TIANNA ROBINSON**, Engineering
- LANCE SMITH**, VA Police

# Where do you volunteer during your free time?



*I volunteer at races. I help coordinate the Fuel Up with Color 5K Race in Lincoln.*

**Jayne Peters** | Registered Dietician | Lincoln VA Clinic

*I volunteer at Central Nebraska Humane Society after work and on the weekends. I especially enjoy working with the deaf dogs that come through the shelter. They are very smart and focus on your face because that is how they can tell how you are feeling. I enjoy walking all of the other dogs, too. I also help with socializing cats and dogs when they come in frightened.*

**Tracie Pfeifle, LPN** | Dermatology Specialty Clinic  
Grand Island VAMC | U.S. Army Veteran



*I volunteer 100 hours a year at Reruns R Fun. They are a non-profit organization that gives to a wide variety of local and global charities. I like that they are all about helping kids.*

**Susan Dover** | Laboratory Manager | Omaha VAMC



*I volunteer with the Wausau Public High School Booster Club, provided treats for the speech team at away competitions, and will be chaperoning music students on trip to Nashville in May. At church, I sponsored 14 youth and traveled with them to Dallas, Texas, for a week of mission work, and I have traveled with adult mission trips to assist victims of Hurricane Katrina and the Joplin, Mo., tornado. I was also a 4-H leader for over 10 years.*

**Connie Bloomquist, RN**  
RN Supervisor | Norfolk VA Clinic

*I volunteered for a Veteran's Honor Flight to Washington D. C., June 16, 2014, serving as a part of the 10-member medical team that supported 162 Veterans from Cass County, Iowa. It was an honor to be a part of a very moving and memorable experience. The trip reaffirmed how much sacrifice has been made and how much gratitude we owe our Veterans and our active-duty and Reserve servicemembers.*

**Matt Benn, RN** | Surgery | Omaha VAMC



**YOU'RE NOT ALONE**  
IN RECOVERING FROM MILITARY SEXUAL TRAUMA.  
**VA CAN HELP.**

VA has free services available for Veterans who experienced sexual assault or harassment during their military service.

No documentation is needed.

You may be able to receive services even if you are not eligible for other VA care.

[www.mentalhealth.va.gov/msthome.asp](http://www.mentalhealth.va.gov/msthome.asp)

NATIONAL  
**VETERANS**  
GOLDEN AGE GAMES

**Omaha | Aug. 8-12**

Volunteer to support more than 800 Veterans from across the country as they come to Omaha to compete in the 2015 National Veterans Golden Age Games.

To volunteer, call 402-995-5748 or send your contact information to [VHANWIGoldenAgeGames@va.gov](mailto:VHANWIGoldenAgeGames@va.gov).



FOR MORE INFORMATION, CONTACT YOUR FACILITY'S MST COORDINATOR.



VA



U.S. Department of Veterans Affairs

3<sup>rd</sup> ANNUAL CRUISIN' LINCOLN  
**Show & Shine**  
CLASSIC CARS & CYCLES



**Tuesday, May 12, 5 to 8 p.m.**  
Lincoln VA Clinic, 600 S. 70<sup>th</sup> St.

*An Opportunity to Learn More About Your Veteran Affairs Health Care System*



Donate personal hygiene items to help our Homeless Veterans Program



For information contact Kirk Beute at 402-489-3802, ext. 6845 or [albert.beute@va.gov](mailto:albert.beute@va.gov)



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