

the link

JUNE
2015



VA Nebraska-Western Iowa Health Care System



7 VA HONORS
VOLUNTEERS FOR
DEDICATED SERVICE

Employees at the VA Nebraska-Western Iowa Health Care System are privileged to serve Veterans every day by delivering compassionate, high-quality health care. This is our sole mission!

However, it's not just VA employees who serve Veterans. Dedicated volunteers donate thousands of hours of their time to provide additional services at the VA health system. They are greeters at our front door to assist Veterans find their way. They deliver hot cookies to inpatients. This is only the tip of the iceberg of activities they perform.

Secretary of Veterans Affairs Robert McDonald announced a new initiative May 26 called the Summer of Service to encourage citizens to "give back to those who have given so much for our nation."

The primary initiative goal is to increase the numbers of people who volunteer at the VA. Although we have a cadre of dedicated volunteers, (see the story on Page 7), there are many opportunities and openings for people just like you. I encourage you to consider helping us serve our Veterans at your local VA medical facility. You can volunteer a few hours or many; whatever you can give.

Contact our Voluntary Service offices to learn more at Omaha, 800-451-5796 Ext. 3283; or Grand Island, 866-580-1810 Ext. 2146.

The Summer of Service initiative will also work closely with congressional partners, Veteran service organizations, elected officials and communities, private sector and non-profit organizations to identify new ways to support VA's commitment to care for America's Veterans.

I look forward to serving our Veterans together with you.



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Cover photo: Lincoln VA Volunteer Wilma "Jean" Williams was honored for her 37 years of outstanding service to Veterans. The award is being presented to her by Denise Harrison, associate director, VA Nebraska-Western Iowa Health Care System. Photo by Bruce Thiel.

“My dad, grandpa and father-in-law are Veterans, and I have always admired their service to our country. It’s what drew me to the VA—to help and serve Veterans like them.”

Alex Kohls, RN
Quality Management | Omaha VAMC



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CONTENTS

Blueprint for Excellence Guides VHA into Future

4

VA 101 Training Gets Employees Back to Basics on VA Services, Customer Experience

5

Because One is Too Many: Suicide Prevention Resources Available 24/7

6

VA Honors Volunteers for Dedicated Service in Grand Island and Lincoln

7

3rd Annual Cruisin’ Lincoln Show & Shine

8

Group Helps Veterans Move Forward After Cancer Treatment

9

Memorial Day Commemoration Honors Fallen Service Members

10

Dental Care at NWIHCS Leaps Forward

11

Music Festival, Welcome Home Event Pay Tribute to Military, Veterans

12

Vet Center Assists with Transitions, Extends Hours for Veterans

13

This magazine is an authorized publication for VA Nebraska-Western Iowa Health Care System (VA NWIHCS). Contents of The Link are not necessarily the official views of, or endorsed by, the U.S. government, or the Department of Veterans Affairs. The editorial content of this publication is the responsibility of the VA NWIHCS Public Affairs Office.

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VISIT US ONLINE

Scan with your smart phone to view more issues of The Link online.



MEET

tommie martinez

Food Service Worker | Grand Island Community Based Outpatient Clinic



How long have you worked at the VA?
"Five Months."

What does your job entail?
"Preparing and serving meals, cleaning the food areas and washing dishes. A little bit of everything."

What do you like best about your job?

"When a Veteran that I am waiting on tells me thank you for doing a good job, that's when I know I have succeeded in meeting their expectations."

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

"In the kitchen!"

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Follow @VANWIHCS

Get news, information for patients and upcoming events

BLUEPRINT FOR EXCELLENCE Guides VHA into Future

VHA Communications

Veterans Health Administration (VHA) introduced its Blueprint for Excellence in September 2014. As a guide to the future, the Blueprint contains 10 essential strategies which address improving the performance of VHA health care now, developing a positive service culture, transitioning from "sick care" to "health care" and developing agile business systems and management processes that are efficient, transparent and accountable.

Within the second theme of the Blueprint, VHA is directed to deliver high quality, Veteran-centered care that compares favorably to the best care in the private sector for measured outcomes, value, access and patient experience. To help achieve this goal, incorporated into the Blueprint are the Institute of Medicine's (IOM) "Six Aims for High Performance Healthcare," which provide a framework for assessing care quality, improving performance and conducting clinical performance measurement.

IOM describes high-performance health care as:

- **Safe:** Avoiding harm to patients from the care that is intended to help them.
- **Effective:** Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).
- **Patient-centered:** Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
- **Timely:** Reducing waits and sometimes harmful delays for both those who receive and those who give care.
- **Efficient:** Avoiding waste, including waste of equipment, supplies, ideas and energy.
- **Equitable:** Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location and socioeconomic status.

Aligning measures within this framework with those specifically used by the U.S. Department of Health and Human Services Center for Medicare and Medicaid Services will allow a comparison of VA performance to private sector performance at all levels.

To assess the individual patient experience, VHA will introduce a system for immediate Veteran feedback using new technologies (including smartphone "Apps"). VHA will systematically gather individual Veteran feedback during and after the delivery of care. This feedback will be used to rapidly identify and address patient concerns or safety issues and will anticipate and personalize health care for the Veteran during and after an encounter.

Veterans deserve a health system that operates at its highest potential effectiveness and the opportunity to experience the best possible outcomes of care. The "Triple Aim" – better health, care and value – offers a laudable system goal for VHA, and the IOM domains of quality provide a framework for developing a focused set of performance.

VA 101 Training Gets Employees Back to Basics

★★★★★ *on VA Services, Customer Experience*

Will Ackerman | Public Affairs

The MyVA Performance Improvement Team held four VA 101 training classes May 11 and 12 at the VA Nebraska-Western Iowa Health Care System's Omaha medical center and Lincoln clinic.

VA 101 was designed by employees, for employees, to enhance the Veteran experience. It is designed to raise the common level of VA and Veteran-specific knowledge about critical topics that employees identified through the MyVA site visits held earlier this year, or through feedback channels such as VA's Idea House and VA Pulse.

The MyVA Performance Improvement (MyVA PI) Team facilitated the two-part, four-hour training sessions. The first part of the training highlighted the services and benefits the VA offers across the three branches: Veterans Benefit Administration, National Cemetery Administration and the Veterans Health Administration.

"This training aims to provide important VA and Veteran-specific knowledge on foundational topics, including those that employees identified as critical across multiple MyVA site visits," said MyVA PI Director Stacy Vasquez. "This course is designed to help employees enhance the experience of the Veterans whom they serve, and understand the value they bring to the greater VA."

The second part of the training focused on military culture, experience and how employees can effectively communicate. There is a focus on VA's core values of Integrity, Commitment, Advocacy, Respect and Excellence (I CARE). The session culminated with three scenarios to allow employees to role play as a Veteran, family member or employee.

The goal was to practice how to apply positive customer experience. Loretta Pierce, RN, Omaha VA Medical Center Intensive Care Unit nurse manager, said she was "glad to see the customer experience more in the forefront. Delivering a great customer experience was previously engrained in me. This training reinforced it and made us more aware about how to put it into practice."

"This course is designed to help employees enhance the experience of the Veterans whom they serve, and understand the value they bring to the greater VA."

Stacy Vasquez, MyVA PI Director



Photo by Lori Bultman

Terry Scales, left, and Martin Saienni, medical support assistants in the Omaha VAMC Green Clinic, listen to trainers at the VA 101 class May 12.

Pierce said it was valuable to learn about all the services and benefits VA offers, "because I don't know all of them."

NWIHCS is one of 60 sites within VA where training is being conducted. Four ambassadors were selected by local facility directors prior to the training visit. They will conduct subsequent VA 101 training to employees after the initial site visit. NWIHCS's ambassadors are Will Ackerman, public affairs officer; Bill Gaynor, chief, environmental management service; Chad Bartholomew, clinical pharmacist, Lincoln VA; and Gina Woods, rural health coordinator, Grand Island VA.

The ambassadors will begin training delivery for remaining NWIHCS employees in fiscal year 2016. 📍

Because **1** is too many: *Suicide prevention resources available 24/7*

Lori Bultman | Public Affairs

The professionals at the Department of Veterans Affairs Veterans Crisis Line are specially trained and experienced to help Veterans of all ages and circumstances—from Veterans coping with mental health issues that were never addressed to recent Veterans struggling with relationships or the transition back to civilian life.

“Similar to our physical health, mental health happens on a continuum,” said David Tuttle, LCSW, suicide prevention coordinator, VA Nebraska-Western Iowa Health Care System (NWIHCS). “There are those who are in great mental/emotional health and those who are in significant emotional distress.” The goal of suicide prevention at the VA is not only to save lives, but to assist in improving a Veteran’s quality of life, Tuttle said.

There are several strategies for reducing the number of suicides among Veterans. Education, outreach, policy development, collaboration, follow up, monitoring and engagement with Veterans all assist in preventing suicides. Tuttle said the NWIHCS

“Similar to our physical health, mental health happens on a continuum.”

David Tuttle, LCSW
VA NWIHCS Suicide Prevention Coordinator

suicide prevention team partners with VA providers, as well as community resources, to identify and reduce the risk of suicide.

For a Veteran in immediate need, the

VA’s Veterans Crisis Line connects Veterans in crisis, and their families and friends, with qualified, caring Department of Veterans Affairs’ responders. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year.

All calls to VA’s Veterans Crisis Line go to Canandaigua, N.Y. where staff members address immediate needs; however, assistance to the Veteran does not stop there. Information from the call is routed to the Veteran’s local suicide prevention team for follow up, Tuttle said. “Notification that a Veteran from our area has called the crisis line comes in the form of an email and a voicemail,” Tuttle said. The suicide prevention team then signs into a web-based application to get the details of the call and determines the best next steps to ensure the Veteran gets the additional assistance he or she needs, he said.



Photo by Lori Bultman

David Tuttle, LCSW, suicide prevention coordinator, assists Veterans with determining their next steps after their call to the Veterans Crisis Line.

Since its launch in 2007, the Veterans Crisis Line staff members have answered more than 1.6 million calls and made more than 45,000 lifesaving rescues. In 2009, the Veterans Crisis Line added the anonymous online chat service. In November 2011, the Veterans Crisis Line introduced the text-messaging service to provide another way for Veterans to connect with confidential, round-the-clock support. This service has responded to more than 32,300 text messages.

“Any of us could find ourselves in need of someone to talk to when life feels like too much to bear,” said Nicole Wilson, LCSW, suicide prevention case manager, NWIHCS. “The Veteran’s Crisis Line is available around the clock to provide support, problem-solving and resources. Finding support in times of distress is critical, because every life matters, and one suicide is one too many.”

 **Veterans
Crisis Line**
1-800-273-8255 PRESS **1**

VA Volunteers Honored at Grand Island and Lincoln



During April, VA Nebraska-Western Iowa Health Care System (NWIHCS) recognized the volunteers who dedicate their time to Veterans. The Grand Island Community Based Outpatient Clinic (CBOC) recognized their volunteers April 21 and Lincoln CBOC volunteers were honored April 30.

Volunteers play an important part in Veterans care. "As VA works to expand access to care for Veteran patients, volunteers continue to be involved," said Don Burman, director, VA NWIHCS. "Volunteers assist Veteran patients by supplementing staff in such settings as our hospital wards, community living centers, outpatient clinics, DAV Transportation Network, courtesy shuttle service, red coat greeters, end-of-life care programs, respite care programs, adaptive sports, creative arts, the list goes on and on."

Volunteers at Grand Island CBOC donated over 15,000 hours to assist Veterans in 2014. In Lincoln, volunteers worked 18,000 hours, said Christopher Shipp, former chief, Voluntary Service, VA NWIHCS. These donated hours are equivalent to nearly 18 full-time employees, which equates to nearly \$800,000 in labor given, Shipp said. 📌



Top: At the Volunteer Recognition Luncheon in Grand Island April 21, volunteers were recognized for their years and hours of service to Veterans. They include, from left, Ruth Wieser, Dale Musgrave, William Foster, Bonnie Dumler, Carol Scott and Duane Vosler.

Above: During the Lincoln Volunteer Recognition Luncheon, Arthur Jones and Rose Hefner were recognized April 30 for 5,000 hours of service to Veterans.

Left: Fritz Lee was recognized for 8,750 hours of service, and Hilda Knick was given accolades for her 12,500 hours of service to Veterans at the Grand Island CBOC.



Photos by Bruce Thiel



3rd ANNUAL CRUISIN' LINCOLN Show & Shine

Helps Promote VA Services

Veterans and community members came out in force for the 3rd Annual Show & Shine car and motorcycle show at the Lincoln VA Clinic campus May 12.

"Thanks to the volunteers and participants, this year's Show & Shine was an absolute success," said Kirk Beute, VA social service representative, and the event's coordinator. There were 268 cars and 28 motorcycles entered in the event, and nearly 500 people attended, he said.

In addition to the classic cars and cycles, the event was also a chance for Veterans to learn more about the VA health care system.

"The Show & Shine is a wonderful opportunity for the people of Lincoln to come out and see what VA facilities and benefits are available to Veterans, and have fun in the process," said Don Burman, director, VA Nebraska-Western Iowa Health Care System.



"Thanks to the volunteers and participants, this year's Show & Shine was an absolute success."

Kirk Beute, VA Social Service, Show & Shine Coordinator

"This year's event has proven so successful in signing up new Veterans for health care and in collecting donations to the Homeless Program that we plan on holding it for many years to come," Beute said. There were 26 new applications for VA health care benefits submitted during the festivities.

The event was sponsored by the Lincoln Veterans' Advisory Group. 



Photos by Bruce Thiel

Left: A young spectator views one of many motorcycles at the 3rd Annual Crusin' Lincoln Show & Shine May 12.

Above: Trucks, jeeps, cars, and motorcycles - some vintage and some modern - were displayed for all to see at the Show & Shine. Participants were available to answer questions about their coveted motor vehicles.

Group Helps

Veterans

move forward after cancer treatment

Often when a patient completes treatment for cancer, there is a big adjustment back to normal life. A Time to Heal is a wellness rehabilitation group at VA Nebraska-Western Iowa Health Care System (NWIHCS) designed to help Veterans regain their physical, psychological and spiritual health and their overall sense of well-being after treatment.

“A Time to Heal offers patients an opportunity to create their own best life after cancer treatment,” said Lori Jensen, LCSW, oncology social worker, VA NWIHCS. “We are the first VA to offer A Time to Heal for Veterans.”

Participants in the group receive information about healing and training in coping skills such as relaxation. They also have opportunities to ask questions and share insight with VA staff members, medical providers and other survivors, Jensen said.

“It’s probably the best thing that has happened since my cancer diagnosis,” said Patricia Millard, U.S. Air Force Veteran. “The fellas in the group changed my outlook on life.”

Millard said the bond with the other members of her group was instant. “The kind of cancer we had did not matter; we were all equal,” she said. “We were able to talk to each other and become more comfortable with ourselves. It changed my outlook on life.”

Terry Coleman, a U.S. Navy and Army Veteran, said the group can be as helpful for



A Time to Heal participants Patricia Millard, an U.S. Air Force Veteran, and Terry Coleman, a U.S. Navy and Army Veteran, talk while receiving treatment for cancer at the Omaha VA Medical Center.

caregivers as it is for patients. “Caregivers can go through being aggravated because they want to help, but they can’t.” He said patients talk in the group more openly about their issues, which can help caregivers understand what the cancer patient may not tell them at home.”

“It’s probably the best thing that has happened since my cancer diagnosis. The fellas in the group changed my outlook on life.”

Patricia Millard, U.S. Air Force Veteran

“When I started the group,” Coleman said, “cancer was controlling me. This group really made life so much easier.”

A Time to Heal participants gather for 12 consecutive weeks, and then are recognized for their accomplishments at a celebratory graduation. The next group starts in August. 

For more information or to sign up for A Time to Heal, call the Omaha VA Medical Center Oncology Clinic at 402-995-5215.

Memorial Day Commemoration Honors Fallen Service Members

Will Ackerman | Public Affairs

Honoring America's servicemembers who died while serving in the military was the focus of the 7th Annual Memorial Day Commemoration May 22 at the Omaha VA Medical Center.

Although rain forced the event inside and prevented the traditional formal Retreat ceremony, it didn't dampen the focus of paying tribute to those who've paid the ultimate sacrifice.

The director of the VA Nebraska-Western Iowa Health Care System, Don Burman, said "Every single Veteran is a hero.

"It takes a hero to go into battle," Burman said. "Today, we remember how important each of the fallen were."

The event included music by the U.S. Air Force Heartland of America Band's Offutt Brass, an a capella version of "In Flanders Field" by local group Madrigali, et, al., and an acoustic version of "American Strong" sung by U.S. Navy Veteran Justin Kane.

Never forgetting the sacrifice of the fallen was the message delivered by keynote speaker U.S. Navy Rear Adm. Daryl Caudle. He is the deputy commander, Joint Functional Component Command-Global Strike Force, U.S. Strategic Command.

"Spring is a time of renewal and strength," Caudle said. "Those who didn't return back live in an eternal spring."

He also said Memorial Day is a "reminder for future generations that the torch of freedom is now theirs to carry."

Keeping their memory alive was the message from Rep. Brad Ashford, D-NE, 2nd District. He spoke about his father's service during World War II as a B-26 bomber pilot and how it instilled an appreciation that servicemembers make.

"I salute all of you for your service," Ashford said.

Securities America employees presented a large, vinyl banner that thanked Veterans, which was signed by their employees.

The commemoration culminated with the presentation of the cased U.S. flag that is flown on the VA medical center's main flag pole by the VA Police Ceremonial Honor Guard to Burman. 



Top: The a capella group Madrigali, et, al. performs "In Flanders Field."

Above: Veterans and VA staff members listen to event speeches.

Right: VA Police Sgt. Martin Petersen presents the cased U.S. flag to Don Burman, director, VA Nebraska-Western Iowa Health Care System, at the conclusion of the Memorial Day Commemoration.



Bottom: U.S. Navy Rear Adm. Daryl Caudle, deputy commander, Joint Functional Component Command-Global Strike Force, U.S. Strategic Command, was the keynote speaker at the Omaha VAMC Memorial Day Commemoration May 22.



Photos by Lori Bultman



DENTAL CARE AT NWIHCS

Leaps Forward

Lori Bultman | Public Affairs

Visiting the dentist may not be on most Veterans' list of fun things to do, but new technology available at VA Nebraska-Western Iowa Health Care System (NWIHCS) might improve their experience by speeding up the process.

In October 2014, the medical center purchased chair-side, economical restorations of esthetic ceramics (CEREC) technology which uses computer-aided design and computer-aided manufacturing (CAD/CAM) to produce crowns, bridges and more, in under an hour.



Above: Dr. Taryn Chesire, left, and Anna Gray-Trevino, dental assistant, take digital images for use in making U.S. Air Force Veteran Lynn Sinnette's crown.

Left: Kim Creamer, dental laboratory technician and anaplastologist, VA NWIHCS, works with the crown miller in the dental clinic.

"An off-site, contracted dental laboratory can take four to six weeks to return

a crown," said Dr. Allan Hancock, chief, NWIHCS Dental Service, and Veterans Integrated Service Network (VISN) 23 lead dentist. "Crowns and bridges made with the CEREC are fabricated and inserted at the same appointment, rather than making traditional impressions and cementing temporary crowns for a second or third subsequent visit," he said.

CEREC crowns are tooth-colored, very tough, ceramic restorations that are an alternative to conventional dental crowns.

"Crowns and bridges made with the CEREC are fabricated and inserted at the same appointment, rather than making traditional impressions and cementing temporary crowns for a second or third subsequent visit."

Allan Hancock, D.D.S., chief | NWIHCS Dental Service

Veterans and VA staff members are excited about the new technology. "I think this is outstanding, and I am excited to see how it works," said Mitch Claunch, a U.S. Army Veteran who recently visited the NWIHCS dental clinic. "It's pretty remarkable technology."

The new equipment is patient-friendly. "The patients love to watch it," said Sally Hansen, dental assistant, and administrative assistant at NWIHCS. "They like that they can turn and watch the screen during treatment."

Patients sometimes have problems with temporary crowns, causing additional visits to the dental clinic, Hansen said. With this system, there is no temporary. She also said patients who gag easily can appreciate that there is no gooey impression material involved when making CEREC crowns.

In addition to the time savings, the CEREC brings a substantial cost savings. "The average cost of crowns sent to an external dental laboratory varies, but we can estimate \$200-\$300 per unit," Hancock said. "The ceramic blocks for CEREC cost on the order of \$10 to \$15." This means big savings for the VA, since the NWIHCS dental clinic installs over 1,000 units of crown and bridge restorations annually.

The CEREC doesn't replace all conventional crowns and bridges, Hancock said, but it does allow many Veterans the option of a single office visit for a dental crown, start to finish, in one sitting.

Music Festival, Welcome Home Event Pay Tribute to Military, Veterans

Will Ackerman | Public Affairs

Enjoy a variety of music genres and family fun at the historical Lincoln VA Clinic campus during the 5th Annual Veterans Freedom Music Festival June 20.



The festival is intended to welcome people to the VA campus at 600 S. 70th Street, Lincoln, Neb., for a relaxing community event full of music, kids' activities and tributes to military and Veterans.



Photos by Bruce Thiel

of Veterans Affairs and several community agencies that provide services to Veterans. The event is also designed to thank active-duty servicemembers and Veterans.

Veterans who are not enrolled in the VA health care system are encouraged to bring their DD Form 214, Certificate of Release or Discharge from Active Military Duty, to the event to enable VA staff to assist them with enrollment, if eligible.

"This is a great opportunity to get specific VA questions answered, to get general ideas about programs and to see a broad array of services available to Veterans," said Dr. Christie Emler, associate chief of medicine, Lincoln VA Clinic.

The opening ceremony is at 10:30 a.m., featuring the Home Stead Harmonizers and a joint Veteran service organization color guard.

The festival is hosted as a joint venture with the VA Nebraska-Western Iowa Health Care System and the Veterans Freedom Music Festival committee. The committee includes 18 members who are mostly Veterans, said Ed Malk, one of the members.

"Our goal with the VFMF is to reach out to Veterans and share the respect that I have for the VA health care system and the excellent quality of care," Malk said.

This year's festival is held in conjunction with a Welcome Home event, hosted by VA NWIHCS. The Welcome Home serves two purposes. It is a VA information fair with myriad vendors from the Department

The music festival will feature the following bands: U.S. Air Force Heartland of America Band's Vortex, Skylark, Chickn Fried Moses, Pinkertones, The Usual Suspects and Hayseed Cowboys.

A kids' activities zone will be open from noon to 4 p.m. 

The festival will stream live online at www.VFMF.net, provided by the Veterans Freedom Music Festival committee, a Veterans group not affiliated with the VA. People attending the event will be invited to send a message to servicemembers who are deployed and who may be watching the live stream.

VETERANS FREEDOM MUSIC FESTIVAL

Top 5 Local Bands GATES OPEN-10:30 AM
OPENING CEREMONY-10:30 AM | CLOSING CEREMONY-5:45 PM

JUNE 20 2015

WELCOME HOME EVENT:
VA Health Care & Veterans Organizations
Kids Activities-Noon to 4 PM | Free Parking & Admission | Food
9,000 Can Eagle Construction Sculpture
provided by the Nebraska Pork Producers

Bring Lawn Chairs, Blankets, Coolers (Subject to Inspection) No Alcohol or Pets (Service Animals Only)
Visit www.nebraska.va.gov for more information.

LINCOLN VA CAMPUS
600 South 70th Street
Lincoln, Nebraska

VA CARE EXCELLENCE
in the 21st Century

Vet Center assists with transitions, extends hours for Veterans

Lori Bultman | Public Affairs

Combat Veterans returning to civilian life after military service sometimes need assistance adjusting. Department of Veterans Affairs Vet Centers welcome Veterans home, and assist Veterans and their family members to work toward a successful post-war adjustment in or near their local community.

"The mission of the Vet Center program is to provide readjustment counseling services to Veterans who have served in a war zone, and their families," said Edward Licht, LICSW, ACSW, team leader, Omaha Vet Center. "We also provide counseling services to Veterans who have experienced military sexual trauma, and bereavement counseling for the families of service members who have died on active duty; neither of these two categories is limited to combat zone service."

"Vet Centers work with Veterans from all eras, such as Korea, Vietnam, Desert Storm and [Operation Iraqi Freedom/Operation Enduring Freedom/Operation New Dawn]," said Michael Woods, team leader, Lincoln Vet Center. "It may have been only months, or many years, since a Veteran has returned home, and they still may utilize our services to help them work through their military experiences and traumas to better their lives."

The Omaha Vet Center has multiple staff members ready to assist Veterans. "We are staffed with three male and two female counselors, as well as an office manager and outreach specialist," Licht said. "Over 70 percent of our staff members are Veterans themselves."

In April, Nebraska Vet Centers extended their days and hours of operation so Veterans could have more options for receiving services. The centers are now open later and on Saturdays. "The evening hours have been most helpful to Veterans who are working; they don't have to take time off from their job to attend an appointment," Licht said. "It's also been more convenient for some couples seeking marital counseling."

The Lincoln Vet Center also extended its hours. "We are hoping the new hours will provide non-traditional times that will meet the Veteran's needs without having to miss work, if possible," Woods said. "We will also work with Veterans to make appointments outside these hours, if needed." Lincoln Vet Center employees also travel to assist transitioning Veterans. Currently, they visit Beatrice, Kearney, Hastings, Grand Island, O'Neill, McCook, Holdrege and North Platte, Neb. 

“The evening hours have been most helpful to Veterans who are working; they don't have to take time off from their job to attend an appointment.”

Edward Licht, LICSW, ACSW, team leader
Omaha Vet Center

Vet Center

OMAHA VET CENTER

3047 South 72nd Street
(on the corner of 72nd and Spring Streets)
Appointments: 402-346-6735

HOURS:

Monday	8 a.m. to 8:30 p.m.
Tuesday	8 a.m. to 7:30 p.m.
Wednesday	8 a.m. to 5 p.m.
Thursday	8 a.m. to 8:30 p.m.
Friday	8 a.m. to 4:30 p.m.
Saturday	8 a.m. to 4:30 p.m.

LINCOLN VET CENTER

3119 O Street, Suite A
Appointments: 402-476-2431

HOURS:

Monday	8 a.m. to 7:30 p.m.
Tuesday	8 a.m. to 6:30 p.m.
Wednesday	8 a.m. to 6:30 p.m.
Thursday	8 a.m. to 6:30 p.m.
Friday	8 a.m. to 5:30 p.m.
Saturday	8 a.m. to 4:30 p.m.

HELLO

HEATHER CARROLL,
Prosthetics

JASON CARSON, *Engineering*

JAMES CIZIK, *Environmental Management Service*

NANCI CLARK, *Surgery*

SANDRA DEALEY, *Surgery*

PAUL FERRIN, *Engineering*

MELISSA FOGARTY, *Nursing*

OSCAR HANSEN, *Environmental Management Service*

THOMAS HARRIS,
Environmental Management Service

MEGAN HEERMAN-STEEVE,
Nursing

LORETTA HILGENKAMP,
Nursing

SAMANTHA KEECH, *Nursing*

SUSSY KING, *Primary Care and Specialty Medicine*

CRAIG KNUTSON, *Prosthetics*

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Veterans Canteen Service

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Veterans Canteen Service

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TYLER KAPPLE, *Prosthetics*

NELIDA KIBERT, *Primary Care and Specialty Medicine*

GREGORY KREBS,
Business Office

PEGGY LIVINGSTON, *Nursing*

ALBERT LOPEZ, *VA Police*

EYAL MARGALIT, *Surgery*

STEPHANIE MASSING,
Veterans Canteen Service

YAMIRETH MEHLER, *Lab*

ALEXANDER MISIUNAS,
Sterile Processing Service

CHARLES MORRIS, *Imaging*

AMY NELSON,
Human Resources

WILLIAM PECINA,
OEF/OIF/OND

LOUIS PENA, *Engineering*

TRAVIS PEPER, *Business Office*

SUDHA RAVILLA, *Primary Care and Specialty Medicine*

KIMBERLY REDD, *Primary Care and Specialty Medicine*

JEREMY ROBERT,
Information Technology

ELLEN ROSSER, *Nursing*

JACQUELINE SCHNEIDER,
Prosthetics

ELIZABET SIEMON-NUTT,
Nursing

GARY STUCKENSCHMIDT,
Engineering

LISA WHITE, *Prosthetics*

RETIRED

JOAN BACA, *Nursing*

SHARONANN BENDER,
Business Office

WANDA DAVIS, *Nursing*

DENNIS HAWKES,
Environmental Management Service

TERRI KELLOGG, *Nursing*

DATY KEYS, *Human Resources*

DAWN LARSEN, *Nursing*

ELORA MORAWITZ, *Pharmacy*

JOYCE NIELSEN, *Nursing*

KITTY PETERSON, *Primary Care and Specialty Service*

ETHEL SVOBODA, *Nursing*

BRUCE WAGNER, *Primary Care and Specialty Medicine*

RICHARD WEISBROOK,
Environmental Management Service

GRAND ISLAND PHARMACISTS HONORED BY STUDENTS

Grand Island Community Based Outpatient Clinic (CBOC) pharmacists were recently selected for the University of Nebraska's first-ever pharmacy senior class preceptor site of the year award. The pharmacists were honored at the college of pharmacy scholastic honors convocation ceremony in May. Students from the college completed their ambulatory care rotation at the Grand Island CBOC. 📍

From left: Paula Carlson, PharmD; Lisa Bilsend, PharmD, BCACP; Brent Bollwitt, PharmD; and Lourdes Heuermann, PharmD, BCACP.



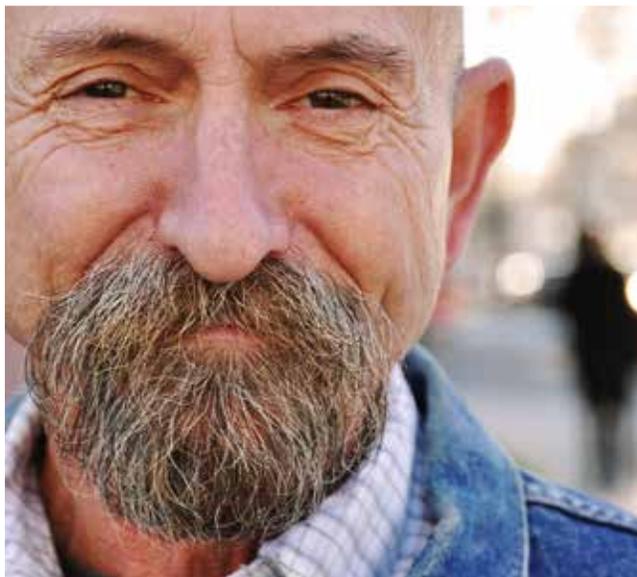
Courtesy Photo

events

WHAT'S GOING ON?

- June 3** Food Pantry, Community Resources and Referral Center, 825 Dorcas St., Omaha
- June 6** D-Day Anniversary
- June 7** National Cancer Survivors Day
- June 9** Honoring the Service of Women Veterans event, Omaha VAMC
- June 14** Flag Day
- June 17** Food Pantry, Community Resources and Referral Center, 825 Dorcas St., Omaha
- June 19** VA Coffeehaus, Lincoln VA Clinic
American Red Cross Blood Drive, Omaha VAMC
- June 20** Veterans Freedom Music Festival, Lincoln VA Clinic
Patriots Poker Run, Omaha, Neb.
- June 21** Father's Day
- June 24** VA Community Book Club, Lincoln VA Clinic

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



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Our annual family gathering at my brother's remote cabin in the Wyoming Rocky Mountains. The cabin is five miles from the continental divide trail. I love the rare occasions when we encounter an adventurous hiker traveling from Canada to New Mexico along the trail. This year we will be celebrating our mother's 85th birthday.

Donna Peter, RN | Bellevue VA Clinic

My daughter and I are going to Florida for my niece's graduation. We are meeting up with my mom and my two sisters as well. No BOYS! It's going to be a girls' getaway!



Tonya Murphy, LPN | Norfolk VA Clinic



I am hoping to go with my family to a baseball game and water park in Denver. We also plan on doing a lot of boating, fishing and swimming.

Angela Howard, APRN | Holdrege VA Clinic

During 4th of July, I will visit my family in Chicago, where we barbecue on the sands of Lake Michigan, and close relatives of about 30 people flock in to join the reunion. We sing, laugh, dance until the sun sets, just in time for the fireworks to begin cracking on the edge of city lights.



Vincent Dang, Biomedical Engineer
Omaha VA Medical Center



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.



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