Veteran-Centric Art
Dedication
You’ll be hearing much more about MyVA and how we put the Veterans Affairs into a world-class service provider. It’s a Veterans Affairs initiative to transform the Department of We are asking all of our staff to attend VA 101 training, which want to continue to be our customers.

MyVA. There’s been a lot of talk about the Secretary of Veterans Affairs initiative to transform the Department of Veterans Affairs into a world-class service provider. It’s a framework for modernizing VA’s culture, processes, and capabilities. At the heart of MyVA is putting Veterans first in everything we do, and includes five transformational strategies:

• Improving the Veteran Experience
• Improving the Employee Experience
• Improving Internal Support Services
• Establishing a Culture of Continuous Improvement, and
• Enhancing Strategic Partnerships.

You’ll be hearing much more about MyVA and how we put the needs, expectations and interests of Veterans and their families first. It’s also about putting Veterans in control of how, when and where they wish to be served. We recently partnered with community and Veteran stakeholders and held the first service. I’m excited as we continue the transformation of the VA and where they wish to be served. We recently partnered with community and Veteran stakeholders and held the first

We are asking all of our staff to attend VA 101 training, which enhances your knowledge about the entire VA structure and resources, and reinforces how to deliver world-class customer service. I’m excited as we continue the transformation of the VA into a model for how to deliver exceptional care and service. We are sure you will enjoy seeing the outcomes that make Veterans want to continue to be our customers.

VA HISTORY TIDBIT

First Successful Human Liver Transplant took place at a VA hospital

Darlene Richardson, VHA Historian

In May 1963, Dr. Thomas E. Starzl performed the first successful transplant of a human liver at the Denver VA hospital. Before 1963 Starzl had experimented with liver transplants on animals which took place in research laboratories. He performed at least one earlier transplant on a human, but the patient died during surgery.

On May 5, 1963, Starzl and two teams of doctors performed the six-hour transplant on William Grigsby, a 47-year-old janitor at the Denver County Jail who was dying of a malignant tumor. In 1963 no human had survived a liver transplant before and when Grigsby awoke after the operation it was an unprecedented success. Grigsby was recovering well until his third week, when despite being in isolation he contracted pneumonia, and died. His survival, although short-lived, opened up transplants as a new area of treatment for many incurable diseases.

By 1965, Starzl had performed six liver transplants at the Denver VA hospital. Within five years the success rate for liver transplants had greatly improved and hospitals beyond Denver sought to perform them.

WHAT OUR PATIENTS ARE SAYING

“From my experience going to a regular doctor’s office and going to the VA. The VA is the best. Never had a bad experience.”

FACT: VA RESEARCH AND DEVELOPMENT PLAYS A PIVOTAL ROLE IN IMPROVING THE HEALTH STATUS OF VETERANS AND COUNTLESS OTHER AMERICANS FOR GENERATIONS TO COME. DURING FISCAL YEAR 2016, NEARLY 3,400 VA RESEARCHERS AND STAFF WILL WORK ON MORE THAN 2,400 PROJECTS, WITH VA RESEARCH APPROPRIATED FUNDING OF MORE THAN $630 MILLION.

“Being part of VA is unlike any other job. There is an authentic joy that comes from serving our nation’s finest and seeing one’s efforts make a difference in their lives, one Veteran at a time.”

Darlene Richardson, VHA Historian

Praveen P. Fernandes, M.D.
Clinical Director, Mental Health Clinic, Omaha VAMC

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.

CONTACT US
Have a story idea? Call the VA NWIHCS Public Affairs Office at 402-995-8547 or email vhanwipublicaffairs@va.gov.

VISIT US ONLINE
Scan with your smartphone to view the digital issue of The Link online.

Cover: Five bronze statues representing each branch of the U.S. military stand in the lobby of the Omaha VA Medical Center. Photo by Anna Morelock.
Establishing Cases at the Omaha National Cemetery

In September, the Omaha National Cemetery will begin interments, including the interment of those Veterans and eligible family members who have already passed and whose loved ones would like their remains memorialized at the Omaha National Cemetery.

To ready their deceased loved ones for interment at the Omaha National Cemetery in September, families should establish cases, beginning June 6, with the National Cemetery Administration’s Scheduling Office in St. Louis. To make these arrangements fax all military discharge documents to the National Cemetery Scheduling Office at (866) 900-6417 or scan and email the documentation to NCA.Scheduling@va.gov with the name of the decedent in the subject line. Follow up with a call to (800) 535-1117 in order to confirm your desire for burial at the Omaha National Cemetery when construction is completed in September.

Being able to keep your loved ones close to their birthplaces or families is just one important aspect of being able to honor our Veterans at a new National Cemetery. We are excited to be able to announce this step on our way to the cemetery’s opening this fall.

Cindy M. Van Bibber, Omaha National Cemetery director

Omaha National Cemetery staff will return calls in late August or early September to schedule the interment for those families who have established cases as instructed above. Transferred remains, and new burials will occur beginning in the fall in the first phase of 35 acres, providing about 5,000 gravesites and accommodating both casketed and cremated remains.

Information on VA burial benefits can be obtained from the Internet at www.cem.va.gov, or by calling VA regional offices toll-free at 800-827-1000. For more information about Omaha National Cemetery visit http://www.cem.va.gov/cem/docs/factsheets/omaha.pdf.

SAVE THE DATE
Omaha National Cemetery Dedication
Aug. 5, 10 a.m.
Sumter Amphitheater
11691 S. 108th St.
Papillion, Neb.

Enlarging the world for visually impaired Veterans

All Veterans had sight at one point in order to join the military. As trauma is inflicted or diseases progress, some lose sight all together; some slowly realize they can’t see the details they used to. These are the Veterans who come to Jean Butler, MSW, for help.

Butler is VA Nebraska-Western Iowa Health Care System’s Visual Impairment Services Team coordinator. Her job is to help Veterans with low or no vision remain as independent as possible for as long as possible. To do so, Butler introduces Veterans to adaptive equipment from talking watches to magnification screens.

“It’s all about magnification and lighting when your vision starts to go,” Butler said. She often asks Veterans if there are hobbies they’ve given up and works with them to find ways they can continue what they enjoy. “That’s my goal anytime I work with a Veteran,” she said. “How can I best provide the low-vision aids for you to be independent?”

She also accesses numerous community programs and can refer Veterans to the low-vision clinic at the Des Moines, Iowa VA. For those Veterans who need more intensive assistance, the Blind Rehabilitation Center at Chicago’s Edward Hines Jr. VA provides Veterans with up to four weeks of classes on adapting to daily living without sight.

In addition to Butler, VIST includes physicians, prosthetics representatives, occupational therapists, ophthalmologists and other clinical staff who meet regularly and whom Butler can call on to make sure NWIHCS is meeting the needs of visually impaired Veterans.

Veterans interested in learning more about services available through VIST can call Butler at 402-995-3188.

Guide Dogs

One option for blind Veterans is a guide dog. If you see a guide dog, please remember he is working with his Veteran as a team. For their safety, remember:

- Don’t disturb or pet a dog that is working in harness.
- Ask permission first before approaching or petting a dog that is not working.
- Don’t offer food or treats to a guide dog; unscheduled feeding may hamper the dog’s ability to work.
- If you wish to assist a person with a guide dog, ask if you can be of service; offer your left elbow for the person to hold; and don’t touch or grab the dog, harness, leash, or the person’s arm.

(Source: Guiding Eyes for the Blind)

Have You Met SARA?

The Veterans Health Education Center in Omaha now has Scanning and Reading Appliance (SARA) to help blind and low-vision Veterans read. Just place a book, magazine, mail or other printed material under the camera, and SARA will read it back in one of 18 languages. Stop by the VHEC on the first floor of the Omaha VAMC to meet SARA and learn about its other features. SARAs will be available soon at the Lincoln and Grand Island facilities, as well.

Author: Anna Morelock

Photo Credits: Anna Morelock
**Crockpot Spinach Lasagna** (12 servings)
Source: Adapted from Recipes for Healthy Living. American Diabetes Association

**What Ingredients Do I Need?**
- Cooking Spray
- 1 ¼ cup, part-skim, mozzarella shredded cheese
- 2 Tbsp olive oil
- 2 cups, fat-free half and half
- 1/4 cup grated Parmesan cheese
- 6 ounces tomato sauce
- 12 strips of fresh basil

**What Do I Do?**
1. Cook on high for 2-3 hours.
2. Spread about 1/3 cup of ricotta-spinach mixture on top of noodles. Repeat layering with pasta sauce, break noodles apart to fit, if needed.
3. Top with 1 tablespoon Greek yogurt.

**Nutrition Facts**
- Serving Size: 1 piece, 1/12 recipe
- Calories: 190
- Total Fat: 6 g
- Saturated Fat: 2 g
- Cholesterol: 15 mg
- Sodium: 370 mg
- Total Carbohydrates: 22 g
- Dietary Fiber: 4 g
- Protein: 10 g

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**Butternut Squash Gratin** (8 servings)
Source: Recipes for Healthy Living. American Diabetes Association

**What Ingredients Do I Need?**
- 1, 2-lb, butternut squash
- 1 cup water
- 1 Tbsp olive oil
- 2 tsp flour
- 1/2 cup shredded Parmesan cheese
- 2 cups, fat-free half and half
- 1/4 tsp black pepper
- 1 Tbsp chopped fresh thyme

**What Do I Do?**
1. Preheat oven to 350 degrees F. Cut the squash in half lengthwise and place it face down in a 9x13-inch baking dish. Pour the water over the squash and bake for 45 minutes.
2. Remove the squash from the pan and drain the water. Coat the baking dish with cooking spray.
3. Remove the seeds and scoop the flesh of the squash out of the skin. Add the squash flesh back into the prepared baking dish, breaking it up into even sized pieces.
4. Add oil to a saucepan over medium heat. Add the flour and stir to combine. Cook the oil and flour mixture for two minutes then whisk in the fat-free half and half. Bring to a boil, whisking frequently.

**Nutrition Facts**
- Serving Size: 1 toast
- Calories: 240
- Total Fat: 12 g
- Saturated Fat: 2 g
- Cholesterol: 185 mg
- Sodium: 230 mg
- Total Carbohydrates: 25 g
- Dietary Fiber: 9 g
- Protein: 12 g

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**Egg and Avocado Toast** (4 servings)
Source: Recipes for Healthy Living. American Diabetes Association

**What Ingredients Do I Need?**
- 4 eggs
- 4 pieces of whole wheat bread
- 1 avocado, mashed
- 1/2 tsp salt (optional)
- 1/4 tsp ground black pepper
- 1/4 cup mandarin plain Greek yogurt

**What Do I Do?**
1. To poach each egg, fill a 1-cup microwaveable bowl with 1 1/2 cups water. Gently crack an egg into the water, making sure it’s completely submerged. Cover and microwave on high for about 1 minute, or until the yolk is starting to set but still soft (not runny).
2. Toast the bread and spread each piece with 1/4 of the mashed avocado.
3. Sprinkle the avocado with salt, pepper, and poppy seeds. Top each piece with a poached egg.
4. Top with 1 tablespoon Greek yogurt.

**Nutrition Facts**
- Serving Size: 1 piece, 1/4 recipe
- Calories: 190
- Total Fat: 6 g
- Saturated Fat: 2 g
- Cholesterol: 15 mg
- Sodium: 370 mg
- Total Carbohydrates: 22 g
- Dietary Fiber: 4 g
- Protein: 10 g

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**Hey, have you heard?**
**Audiology begins open access clinic**

Veterans may now walk into Audiology at the Omaha VA Medical Center and Lincoln VA Clinic to be seen for certain needs. Audiograms, hearing aid maintenance and repairs, and hearing aid adjustments are performed on a first-come, first-serve basis. Veterans can check in for these walk-in appointments Monday, Tuesday, Wednesday and Friday between 8 to 11 a.m. and from 1 to 3 p.m.; Thursday from 8 to 11 a.m.

The new clinic model has made appointments more convenient for Veterans and staff, with most Veterans waiting no more than 30 minutes to be seen. And, since the patient chooses when to stop in, Audiology has seen a drop in missed appointments, scheduling errors, repeat appointments and rescheduling issues. If a Veteran is referred from another provider, instead of waiting to be called for a consult, the Veteran now can just walk to Audiology on the first floor for their follow-up.

Since implementing open access in October 2015, Mondays have been the busiest day of the week. Overall, open access has allowed staff to see more patients – new and old – compared to the same six-month time frame last year.

Appointments still need to be scheduled for compensation and pension, tele-audiology, and hearing aid fittings and orientations.

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**Battery and Supplies Reorder**
- Batteries are reordered through the VA Denver Acquisition and Logistics Center.
- Items can be ordered via telephone using our “NEW” Automated 24-Hour Reorder System.
- Call our main phone number, 303-273-6200, and follow the prompts. You will be prompted to press “1” to use the automated battery re-order system.
- At this time the most commonly requested batteries can be ordered using our automated line, including sizes: 10, 312, 675, 675HP, AA, AAA, and 9V.
- For other batteries or other re-supply items, please follow the prompts to speak to a customer service agent.
- In order to ensure your personal information is kept secure you will be prompted to enter your nine-digit social security number and verify your mailing zip code to place your order.
Prickett said, “It’s a very real signal,” Prickett said, “but it’s a very dysfunctional signal, meaning that you have the pain, but you are not doing damage to your body most of the time.”

When the signal is dysfunctional, movement is very important for the body. Educating Veterans to this fact is one way members of NWHIC’s Pain Clinic help Veterans manage their chronic pain.

Prickett came to VA from private practice and works with Veterans in the Pain Clinic. The benefit of being with VA is being able to offer patients a full complement of options to manage their pain, Prickett said. He compared private practice to being on an island.

“I would love to say my interventions always cure people, but they don’t. They help people, absolutely,” Prickett said, “but I know they help people more if I can get them involved in other things and that’s very difficult to do when you’re on an island. So, I really like the idea of being able to come to VA and help develop a program that took advantage of everything the VA has to offer.”

Treatment for Veterans with chronic pain begins in primary care with assessments and conventional pain management. This may include physical therapy, access to wellness programs, and self-management such as stretching and relaxation. For many patients, conventional treatments work. For those who need more, the Pain Clinic steps in with surgical intervention, complementary and alternative medicines, and cognitive behavioral therapy.

“Other things,” Veterans can get involved with to manage their pain include tai chi, laughter yoga, numerous pain management classes, and opioid safety education. Both Prickett and Dr. Rex Schmidt, a Navy Veteran and NWHIC pain psychologist, stress the importance of education in chronic pain management, and not just for the patients, but for providers, as well.

During his weekly group on pain coping skills, Schmidt acknowledged some phrases the Veterans may have heard before when seeking treatment for chronic pain. “There is nothing wrong with you. Your pain is all in your head,” and “if it hurts, don’t do it.” These phrases brought nods and chuckles of agreement from the Veterans. Correa said he had been to numerous podiatrists outside of VA, including one who wrote in his record, “patient is retired and no longer needs to be on his feet.” That outlook didn’t sit well with 58-year-old Correa.

“You can’t give up. You’ve got to keep trying,” he said in relation to his journey to manage his pain.

Correa has had pain from the bottoms of his feet to the top of his head for almost 30 years. What started as chest pains and spasms in his neck muscles has, over time, increased in intensity and frequency, he said. Some of his chronic pain comes in the form of a “pins and needles” sensation known as paresthesia, and neuropathy, which causes a sharp localized pain. These conditions keep him from participating in sports and he said he is wary of every move.

Since coming to VA NWHIC about a year ago, Correa has been taking advantage of the varied treatments offered. He has begun acupuncture and is signed up to begin a new tai chi class. Combined with what he’s learned in Schmidt’s group, Correa said he hasn’t had a severe muscle spasm in almost six months.

“I can tell when it’s going to happen, and now I know using the relaxation and breathing, I haven’t had a bad spasm in the last six months.” While Correa said he wasn’t ready to declare victory yet, he was optimistic about controlling his pain.

For Veterans like Correa, chronic pain generally responds better when multiple treatments are combined. This really challenges the nervous system to change the way pain is processed, Schmidt said. It also helps the patient become more active in their pain management and improves their confidence in their pain management.

“From a professional standpoint I’ve never found anything I’ve done to be more fulfilling than helping a person improve their pain management and get their life back,” Schmidt said.

For more information on pain management, visit www.va.gov/painmanagement.
If you could learn to do anything, what would you learn?

- **Terry Soke**
  Program Support Assistant, Research Omaha VA
  - I would love to learn to be a famous piano player and sing jazz.

- **Colleen Weber**
  Medical Records Technician Grand Island VA
  - Play a guitar.

- **Judy Rhy, LPN**
  CALL Center, Grand Island VA
  - I would learn to fly a plane.

- **Christian Horst, LCSW**
  Blue Cross NC PTSD Social Worker Omaha VA
  - I’m going to say, play the piano expertly … and the guitar.

CONTACT A VETERANS ADVISORY GROUP

Veteran Advisory Groups meet at the Omaha, Lincoln and Grand Island campuses to bring the voice of the Veteran to VA Nebraska-Western Iowa Health Care System leadership. The groups conduct surveys of Veterans who use VA services and report back on the good and bad comments they receive. They look for ways to improve services and provide feedback based on their experience. The groups help Veterans navigate the health care system and host outreach events to bring new Veterans into the system.

**Grand Island**
This group meets the fourth Tuesday of each month at 2 p.m. at the Grand Island VA.
To contact the group, call 308-765-2500.

**Omaha**
This group meets the fourth Tuesday of each month at 2 p.m. at the Omaha VA.
To contact the group, call Colleen Harmer, 402-486-6525, or Tim Butz at 402-212-7221.
Find the group on Facebook at Omaha Veterans Advisory Group, or email them at OmahaVAG@va.gov.

**Lincoln**
This group meets the second Tuesday of each month at 5 p.m. at the 
Lincoln VA.
To contact this group, call Duncan Fallon at 402-486-7404.

For more information about VA NWI HCS events, visit www.nebraska.va.gov.
Living Well

Take Control of Your Health

If you can say YES to any of the following, then Living Well is really for you.

Would you like to learn:
- Practical ways to manage symptoms and difficult emotions?
- Discover better nutrition and physical activity choices?
- Appropriate use of medications?
- Communicate effectively with family, friends and health professionals?
- Evaluate new treatment choices?
- Real-life skills for living a full, healthy life with a long-term health condition?
- To feel better about and enjoy life?

CLASSES ARE FORMING NOW:
July 8, 15, 22, 29 and August 5, 12, 2016
Fridays from 8:30 to 11:30 a.m. in Room 8011

TO REGISTER CONTACT:

Veterans Health Administration
Nebraska-Western Iowa Health Care System

402-346-8800 | 1-800-451-5796
www.nebraska.va.gov