

Detroit Excellence

A Monthly Newsletter for Employees, Volunteers and Patients of the John D. Dingell VA Medical Center



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

June 2011

VA Pharmacies...Know your Medications and Your Options

It's well known that VA has excellent pharmacy benefits. Did you know you can get all medications and medical supplies that your VA provider orders for you?

Here in Detroit, your pharmacists want to make sure you are aware of the most efficient and practical way to get your refills.

"It's fast and it's no-wait, which everyone likes," said Kathy Wall, Outpatient Pharmacy Supervisor at the Detroit VAMC.

There are four ways to refill a prescription according to Wall:

- Via telephone: Call the telephone ordering system using a touch-tone phone: Local number: 313-576-1000; toll free: 800-511-8056 ext. 61600
- Via mail: Mail the refill slip that comes with your prescription back to your VA pharmacy/medical center
- Use the Internet: Enroll in My HealtheVet at the VA; www.myhealth.va.gov
- Drop-off: You can drop off your refill slips at your VA pharmacy

Refill requests are processed in 10-14 days, or sooner. Remember, by law, VA pharmacies cannot fill a prescription written by a non-VA provider. Your pharmacists want to take more time to educate our patients on the various medication options available, so make sure you ask questions!

Telephone Refills for Medication

313-576-1000
800-511-8056

Hours:
Monday—Friday, 8 am—4:30



Thank You! Your Voice was Heard....

For nearly four weeks, employees of the Detroit VA Medical Center were encouraged to spend a few minutes taking the 2011 All Employee



Survey. Our numbers are not yet in, but your medical center leadership wants to take the opportunity to thank each of you who took the time to fill in the survey.

"It's a crucial tool that helps us identify and drive change in our workplace," said Dr. Pamela Reeves, Medical Center Director.

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Electronic Consultations... What are they and How Can they Help ME?

It's new...and it's virtual!

Electronic Consultation is a new option for specialist care that's being implemented by the VA's Office of Specialty Care Transformation, as an alternative to traveling to see a specialist in the traditional face-to-face clinic visit. It saves time and travel for the Veteran, and reduces wait time for appointments and consult results. So how can it help the patient?

An E consult can be done for issues that don't require a face to face clinic visit and consists of advice that can be given primarily by a chart review. E consults can be used to answer Veteran or provider questions about short term diagnostic and therapeutic issues, to better prepare a Veteran for a face to face visit with a specialist, and for a primary care provider and specialist to manage a chronic disease. There are now 17 different specialties that have E consults available in Detroit.

E consults are just one of many different ways of delivering quality health care that include the (PACT) Patient Aligned Care Team, secure messaging, group visits, video conferencing, tele-health, telemedicine, and case management.

Why not give E Consults a try!?

The John D. Dingell VA Medical Center in Detroit, along with The Richard L. Roudebush VA Medical Center in Indianapolis, are pilot sites for Electronic Consultations (E-Consults).



What's Happening in June?

- June 6, 1944: D Day Anniversary
- June 10, 1935: Alcoholics Anonymous Founded
- June 14: Flag Day
- June 14, 1775: Army Established
- June 19: Father's Day!
- June 22, 1944: GI Bill signed into law
- June 25, 1950: Korean War began
- June 26, 1945: United Nations Charter signed

Detroit VAMC Employee of the Month

Tanya Rodgers is the May 2011 Detroit VAMC employee of the Month.

Tanya joined the Detroit VA Medical Center in February 1994. Her current position is Program Support Assistant.

Tanya was nominated by an employee who wants to recognize her commitment to her fellow employees at the VA Medical Center. A few months ago, Tanya was on her way to work when she saw a co-worker stuck in a snow bank on the side of the road. She pulled over to help and even went as far as calling her husband who was also on his way to work to help the stranded employee.

Congratulations Tanya...and keep up the great work!



May 2011 Employee of the Month, Tanya Rodgers with her co-workers and Associate Director, Dr. Brent Thelen and Associate Director of Patient Care, Ann Herm.

Now is the Time to Try My HealtheVet

What's new on My HealtheVet? VA patients can now see their VA Appointments on My HealtheVet. If you are a Veteran enrolled at a VA health care facility, are registered on My HealtheVet and have an upgraded account, you have the option to see your VA Appointments. It's quick, easy and it's free!



Detroit's My HealthVet Program Reaches Key Milestone

Veteran, Michael Cole always dreamed of jumping out of airplanes just like his dad, who served 12 years in the Air Borne Infantry and as a tank commander.

Although Cole did not get the chance to jump during his 4-year Army career, he still took his leap of faith in Napoleon, Michigan at a skydiving school after his service. He said it was one of the most memorable experiences of his life.

Just last month, Cole took another "leap" and became the 2,000th Veteran to sign up for an authenticated My HealthVet account at the John D. Dingell VA Medical Center in Detroit. Cole completed the registration process in the Patient Learning Center after learning more about My HealthVet from PACT Team C clerk LeBron Smith. Cole says he registered so that he can have access to his information when he needs it, and he can begin exchanging secure messages with Dr. Raman, his primary care provider.

"This is a great milestone for the Detroit VA and for our Veteran patients," said Holly Eichner, My HealthVet coordinator at the Detroit VAMC. "The more patients who understand the benefits of the system, the more access and information they can gain."

My HealthVet is an online Personal Health Record. It offers users anywhere, anytime access to health care information, resources and tools online, 24/7. If you would like more information on registering for My HealthVet or if you are ready to begin using secure messaging with the Veterans you serve, please contact Holly Eichner, My HealthVet Coordinator at 313-576-1000 ext. 63509.



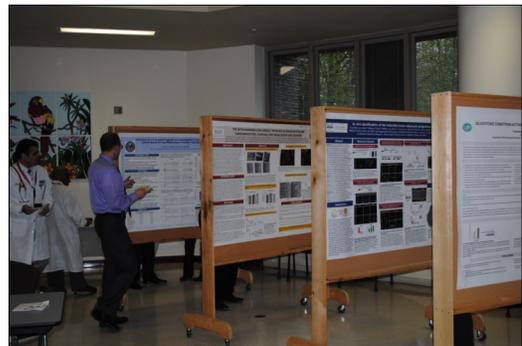
May was a BUSY month here at the Detroit VA Medical Center. Here's a re-cap of some of the great happenings and events that involved staff, volunteers and Veterans!



Representatives from Volunteers of America, Huntington Bank, Home Depot and the Detroit VAMC helped break ground on a new housing project for homeless Veterans in Detroit.



May 2011 in Pictures!



Research Day was held on May 6. U.S. Congressman John Conyers paid a visit to the Detroit VAMC.



Alex Avila and Casper Wells of the Detroit Tigers visited with Veterans on May 31 for an annual Wii tournament. A great time was had by all who attended!



2011 VA2K...A HUGE Success!

On June 2, 2011, hundreds of Detroit VAMC employees, volunteers and Veterans turned out for the first-ever VA2K. A nationwide initiative, Detroit was one of around 150 medical centers to participate in the walk and roll event. All participants were encouraged to make a donation to the medical center's homeless program.



“It was a beautiful day and just a delight to see all of our employees, volunteers and Veterans take a walk to support our homeless Veterans,” said Dr. Pamela Reeves, Medical Center Director. “Employee wellness is a major initiative for us because as staff, we must be healthy in order to encourage our patients to be healthy.”



A Message from Your GEMS Coordinator

Wayne County will hold a household hazardous waste day for county residents only. The date is June 18, 2011, 8:00 a.m.—2:00 p.m. The event will be held at Henry Ford Community College, 5101 Evergreen Road in Dearborn.

This is your chance to bring your paints, stains, dyes, floor wax, nail polish, glues, fertilizers, pesticides, antifreeze, motor oil, gasoline, car and boat batteries, fluorescent bulbs, fire extinguishers, smoke detectors, mercury, computer equipment, cell phones, fax machines, copiers and televisions **AND Pharmaceutical Waste** (NON-CONTROLLED SUBSTANCES ONLY).

For more information please contact the Wayne County Department of Environment at 734-326-3936 or www.waynecounty.com.

Not a Wayne county resident? Check with the MDEQ household hazardous waste site at http://www.michigan.gov/deq/0,1607,7-135-3585_4130-115394--,00.html or contact the MDEQ Environmental Assistance Center at 800-662-9278.



How Can I Help our Veterans?

It's a question we are often asked..."How can I help our Veterans and what exactly do they need?"

Volunteers serve a variety of functions and help to make our patients' stay much more enjoyable.

If you or any of your friends and family would like to donate time, items or funds, you can click [here](#) for more information, or contact [Voluntary Services](#) at 313-576-3332.

Justin Verlander and the Detroit Tigers...Heroes to our Veterans

In mid-May, the Detroit Tigers and pitcher Justin Verlander unveiled a wonderful new program that will last all season. Verlander will donate the use of his box suite to OEF/OIF Disabled Veterans from Detroit and Ann Arbor for each of his home starts.

A handful of Veterans who have already attended a game, were in attendance when the Tigers officially launched the program.



Research Day...A Visit from Congressman John Conyers

Congressman John Conyers, Michigan 14th District, spoke to staff members of the Detroit VA Medical Center on May 6th, as part of Research Day. Conyers spent several hours with staff, Veterans and volunteers, as the medical center celebrated the remarkable research now underway.



Healthy Living Corner



The Healthy Living Message for June: *Be Safe; Prevent Falls and Drive Safely*

Fall Prevention Tips:

- Remove small throw rugs or use double-sided tape to keep the rugs from slipping.
- Put in grab bars next to your toilet and in the tub or shower.
- Improve the lighting in your home. As you get older, you need brighter lights to see well. Hang light-weight curtains or shades to reduce glare.
- Wear shoes both inside and outside the house. Avoid going barefoot or wearing slippers.
- Remove things you can trip over (such as papers, books, clothes, shoes) from stairs and places where you walk.
- Use non-slip mats in the bathtub and on shower floors.

Motor Vehicle Accident Prevention Tips:

- Impaired driving is dangerous and causes more than half of all motor vehicle crashes. Motor vehicle crashes are the leading cause of death in Veterans in the early years after returning from deployment. Don't drive while under the influence of alcohol or drugs or ride with somebody who is.
- You can reduce your chance and your loved ones' chances of dying from a motor vehicle-related injury by correctly using seat belts and car seats. Wear seat belts in cars and helmets on motorcycles and bicycles.
- Don't text message or talk on a cell phone while driving.

*Belinda Brown-Tezera, FNP, MSN, MBA
Acting Health Promotion Disease Prevention
Program Manager*

Be a Detroit Excellence Contributor!

Detroit Excellence wants to feature the news YOU want to read! If you have a story to contribute, please email: alysse.mengason@va.gov or lisa.olney@va.gov

Follow the Detroit VA Medical Center on Facebook and Twitter!

We are reaching out to our Veterans, their families, our volunteers and our staff, providing them with good information on programs and services.

Have you visited our pages? **Make sure you tell friends and family!**



There's Still TIME!

If you just discovered your watch is in need of a new battery, there's still time to get that battery changed, AND help the Detroit VAMC.

A Detroit-area jeweler has selected the Detroit VA Medical Center as the 2nd quarter recipient of its "Making Time for a Good Cause" program.



Tapper's Diamonds & Fine Jewelry launched the community program in January 2011. They raised more than \$3,000 for the first quarter recipient, Kids Kicking Cancer.

Tapper's provides complimentary simple watch battery changes in exchange for a suggested minimum donation (\$10) to the selected charity.

The Detroit VA Medical Center is honored to partner with Tapper's in this generous program. The program will kick-off on April 1st and run through June 30th.