

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

October 2011

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alysse.mengason@va.gov or lisa.olney@va.gov

Detroit VAMC Holds First-Ever Baby Shower

It was bottles and blankets, bibs and bouncy seats on one September Friday, as the Detroit VAMC hosted its first-ever baby shower for women Veterans.

The Detroit VA Medical Center, along with several Veteran organizations, wanted to provide these ladies and their soon-to-be and newly arrived little ones, with some much needed items, while letting them enjoy an afternoon of fun! The idea of a giant baby shower at the medical center was conceived by several staff members.



"The baby shower was our way of showing appreciation for the sacrifices these Veterans have made, and to say thank you for their service to our country," said Brenda Finney, Women Veterans Program Manager, and one of the event organizers. "The generosity of our community has been wonderful, and this being our first year of holding this event, we saw a great turnout!"

Donations of baby items poured in. Volunteers assembled 'baskets of joy' for the expectant Moms. The event was free to new Moms who delivered since January 1, 2011 and expectant Moms currently enrolled for care at the Detroit VA Medical Center.

"This was also a chance for us to make sure female Veterans are aware of the benefits and services which they are entitled to," said Finney. "We have full gynecological care available to our Detroit-area female Veterans.

Finney called the event a great success and plans are already in the works for next year!



How Can I Help our Veterans?

It's a question we are often asked..."How can I help our Veterans and what 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.

Education Bus Rolls into Detroit VAMC

It was quite a sight!

As part of an ongoing commitment to delivering the best possible patient care and a dedication to staff education, the Detroit VA Medical Center hosted the Kimberly-Clark Education Bus on Wednesday, September 21st. The Bus is part of a larger initiative by Kimberly-Clark called “Not On My Watch,” a national infection prevention campaign for healthcare professionals.

Delivering continuing education (CE) programs based on the latest research, the KC Education Bus provides doctors, nurses and other healthcare professionals with a convenient setting aboard a 45-foot customized bus that includes workstations and is outfitted for video and audio presentations. Participants can update their knowledge of healthcare-associated infections (HAI) through interactive educational programs. On the KC Edu-



cation Bus, caregivers have access to expert speakers, group presentations, round table discussions and useful information on preventing infections such as surgical site infection (SSI) and ventilator-associated pneumonia (VAP).

“HAI is a prevalent issue in healthcare today and prevention is certainly a top priority. We believe that continuing education among our healthcare professionals about the latest in best practices associated with infection prevention is one of the most effective measures for controlling the risk of HAI,” said Dr. Pamela Reeves, Medical Center Director, Detroit VA Medical Center. “Having the Kimberly-Clark Education Bus here in Detroit at our VA, helps us to balance the time our staff spends on delivering the very best in patient care with access to invaluable educational content.”

According to the World Health Organization, 1.4 million people worldwide suffer from infections acquired in hospitals at any given time. In an effort to prevent incidence of infection, the Detroit VA Medical Center continually works to ensure patients and staff are benefiting from the latest in educational resources.



Detroit VAMC Employee of the Month

Renee Turnbull is the Detroit VAMC Employee of the Month for September 2011.

Renee is a Social Worker and has been with the Detroit VAMC since December 2006. Renee was nominated by one of her fellow employees who wants to acknowledge her commitment to the VA Medical Center.

According to one of her coworkers, “Renee has worked tirelessly to organize and facilitate Sexual Assault Awareness Month at our facility. She not only coordinates and provides care at this facility for the majority of Veterans who have experienced military sexual trauma, but she also provides outreach and education both within the VA and to community providers. Her dedication and compassion towards these Veterans is highly recognized and many of her patients continue to improve in terms of social support, symptom management, and overall quality of life.”

“She has brought an increased awareness to this medical center regarding the impact of sexual trauma while promoting available treatments.”

Great job, Renee, and thank you for being such a great representative of our medical center!



Employee of the Month, Renee Turnbull, and Dr. Pamela Reeves, Medical Center Director.

Detroit VAMC Donations Score BIG in Food Drive

The Detroit VAMC staff scored big at this summer's food drive, donating nearly 1,200 pounds of food to Gleaners Food Bank. The Medical Center placed 4th among all organizations who accepted the challenge.

The food drive was part of VA's national food drive initiative.

The winning donor? TACOM in Warren. Staff there collected nearly 3,200 pounds of canned foods. Congratulations to all who helped in the food drive!



Two Events Aim to Highlight the Detroit VAMC's Homeless Veteran Program

October 2011 is a very busy month for the Detroit VAMC's Homeless Veteran Program! You have two opportunities to recognize and salute the great care and attention offered to our Detroit-area homeless Veterans. Join staff, volunteers, VACO and VISN representatives on October 12, 10:00 a.m.—Noon in B1290 for a national initiative, a Homeless Outreach event. Detroit is one of 27 sites around the country to host an outreach event on this particular day.

Also on October 12—13, a Detroit Stand Down at the Detroit Rescue Mission. Stand Downs connect homeless Veterans with important services, available to them. Many staff and volunteers from the Detroit VA Medical Center will be in attendance.



New Detroit VAMC Chief of Chaplain Services Ushers in New Era



Detroit VAMC's new Chief of Chaplain Services, Laurie O'Reilly.

The Detroit VAMC welcomed a new Chief of Chaplain Services on July 31.

Laurie O'Reilly, PhD, BCC has been with the VA for more than seven years. Most recently, she was Chief of Chaplain Services at the VA Gulf Coast in Biloxi, Mississippi.

"I'm looking forward to working with the diversity of spiritual and religious traditions here in Detroit," said Chaplain O'Reilly. "We have so much room to expand our chaplain services to meet the spiritual care needs of our men and women Veterans."

Chaplain O'Reilly says she is familiarizing herself with the medical center and the staff. She emphasizes the uniqueness of VA chaplains. "Not only are we trained as chaplains, but we also have clinical training in the health care environment. We hold gently that which is sacred."

For more information on what a VA Chaplain can offer, you can visit the website, www.va.gov/chaplain.

September Photo Album



Left and Below: The Fort Lee Army Band Brass Quintet gave us a lunchtime concert in the atrium on Thursday, September 15.



Above and Left: The Kimberly Clark Education Bus made a stop at the Detroit VAMC on September 21.

Below: The Detroit VAMC, along with several service organizations, hosted a first-ever baby shower on September 23rd.



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!



I CARE Corner

Have a comment you'd like to pass along for our medical center community to see? Forward it to us...we want to make sure it's recognized!



Systems Redesign Team Recognizes FIRST Everyday Lean Winner!

Ryan Taylor is the very first Everyday Lean winner!

Ryan received a brand new digital camera, certificate of appreciation, an Everyday Lean Champion lapel pin and the gratitude of his entire department for the improvements he made to their community file storage closet.

So, how'd Ryan do it? Ryan utilized the 5S Lean methodology to organize the file storage closet. Currently, it only takes 5 minutes to locate and retrieve files in the newly organized closet versus the 30 minutes it previously took to complete the same task, an 83% decrease in time!

On September 23rd, Medical Center Director Dr. Pamela Reeves and the Systems Redesign team joined Human Resources at their monthly staff meeting to award for being a change pioneer in Human Resources.

Ryan served his country (Marines), his department and the entire hospital by fostering improvement in his area.

Remember the 5S's: Sort, Straighten, Shine, Standardize, Sustain.

Everyday Lean: Be the CHANGE you want to see! Work smarter not harder!



Above: Ryan Taylor receives his Everyday Lean award with Medical Center Director, Dr. Pamela Reeves and members of the Systems Redesign Team. Right: A before and after view of the closet Ryan tackled!

October 2011 Calendar of Events

October 2—8: Mental Illness Awareness Week
 October 6—12: National Physician Assistants Week
 October 8: Yom Kippur
 October 9—15: Emergency Nurses Week
 October 10: Columbus Day
 October 13, 1775: Navy established
 October 17: National Boss Day
 October 17—23: National Veterans Creative Arts Festival
 October 21: National Mammography Day
 October 24, 1945: United Nations Day
 October 31: Halloween!



Detroit VAMC Staff Participated in a White House Forum in Detroit: “Connecting Communities for the Common Good”, September 27, 2011 at

Wayne County Community College. Participant included Dr. Bella Schanzer, Associate Chief of Staff, Mental Health; Annette Walker, Chief, Business Practice; Chaplain Laurie O’Reilly.



A MESSAGE TO ALL VETERANS

The new address for the National Personnel Records Center is:

National Personnel Records Center
1 Archives Drive
St Louis, MO 63138-1002
USA

The majority of personnel have moved to the new location and the military personnel records are in the process of moving. The entire move should be completed by the end of the Summer of 2012.

As a reminder, ALL retirees and Honorably Discharged Veterans should ensure that their family knows the location of their military Separation Document (DD Form 214 from 1950 to present and WD (War Department) Form 53-55 and other variations prior to 1950). Registering a copy at the county courthouse may make that document a public record. Separation Documents issued after 1969 may contain a Social Security Number which could be used for identity theft. Storing the Separation Document in a safe deposit box may make it difficult to retrieve immediately upon the death of the retiree or honorably discharged Veteran. The better storage options are:

****Fire safe** in a secure location of the house (not in the bedroom, as this is where most thieves search first). Be sure spouse/NOK knows the location and has a key/combination.

****In a watertight food container** (Glad, Tupperware, etc.) in the refrigerator. Most refrigerators are fire resistant. Additionally, a refrigerator is heavy enough to fall through the floor of a building into the cooler part of the fire in the basement and better survive. Finally, a refrigerator is large enough to be easily located in the ash and rubble of a fire or other serious incident. Be sure to inform your spouse and relatives where to locate your Separation Document - and any other important papers.

As a reminder, the preferred method of submitting a request to the National Personnel Records Center (NPRC) is via the Internet. As you know, the NPRC provides copies of documents from military personnel records to authorized requesters. You may access this application at:

<http://www.archives.gov/veterans/military-service-records/>

This improved on-line request process should be used INSTEAD OF Standard Form 180 for requests from the Veteran or the Veteran’s next of kin, if possible. If you do not wish to use the Internet, you should use Standard Form 180.

<http://www.archives.gov/veterans/military-service-records/standard-form-180.html>

The Telephone Call Center here at the Detroit VAMC can assist with appointment management, prescription refills and medical questions or concerns.

Members of our call center staff are available Monday—Friday,
 8:00 a.m.—4:30 p.m.



313-576-1051
800-511-8056

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!

