



Fayetteville Veterans Affairs Medical Center

Communicator

Fayetteville VAMC & Community Based Outpatient Clinics
throughout North Carolina

www.fayettevillenc.va.gov

VA HEALTH CARE Defining EXCELLENCE in the 21st Century



Betty Goolsby

Fayetteville VA Medical
Center Director

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Director's Forum

Betty Goolsby

Priority: Access to high quality patient care and services

One of the Medical Center's three priorities is access to high quality, safe, patient care and service. Our patients' satisfaction with care and services are measured, formally, through Press Ganey survey data and the customer service review Survey of Healthcare Experiences (SHEP). SHEP is a VA - wide survey that measures patient satisfaction for inpatient and outpatient services. In this column, I will share the results of the most recent SHEP survey from services received in September 2011. Survey responses were anonymous.

Inpatient care and service.

The rooms and bathrooms were kept clean 100 percent of the time. Satisfaction with the noise level in a patient room was at 96 percent, while maintaining patient privacy reached 100 percent. Patients were informed about new medications 88 percent of the time and possible side effects 71 percent. Patients reported being treated with courtesy and respect by physicians 96 percent of the time and by nurses at 100 percent. Overall discharge information scored at 84 percent, however signs and symptoms to look for after discharge scored at 79 percent. Satisfaction with pain management was at 92 percent. The lowest scoring area for inpatients was shared decision making scoring 51 percent. Patients felt when there was more than one choice for treatment, providers did not ask them for their thoughts or choice; providers did not consistently discuss with patients the pros and cons of treatment choices.

Outpatient care and service.

The outpatients' responses included the Medical Center, Village Green

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Fayetteville VAMC Employee Recognitions

The Fayetteville VAMC Canteen distributed \$31,259 for promotional funds during FY2010. Canteen Manager, Michael Bab, uses the director's promotional funds to support events throughout the year such as Employee Appreciation Day, New Employee Orientation, Staff Holiday Meal and many other festivities. As of Oct. 2011, the canteen distributed \$17,062 dollars and is looking forward to another good year. Patronage of the canteen services by Veterans, staff and visitors helps contribute to this fund.

Kim McDonald, Chairperson of the Workforce and Workplace Enhancement Council organizes the Nurses Week Celebration each year, May 6 -12, 2012. Ms. McDonald explains, they are fortunate to be able to use the Director's Discretionary Funds. The funds help boost morale among the nurses. Mr. Bab and Judy McDonald from the canteen office offer their event skills, food display techniques and other suggestions to make each event a success.

Promotional funds derived from revenues generated by Veterans Canteen Services (VCS) are used to advertise and promote VCS, build customer loyalty and support, increase sales, and encourage an on-going joint partnership with VA Medical Centers and other VA entities.



Missed Opportunity

Deep Dive Team:

- George Grimes
- Elaine Nestell
- Ryan Hylton
- Stacy Jones
- Maria Pytlarz
- Jill Bullard

Nutrition Service

Deep Dive Team:

- Lucille Williams
- Judith Coley
- Dorothy Martinez
- Sheresse Thompson
- Angela Crummell

Clinic Utilization (CUSS) Team:

- Sharon Ford
- George Grimes
- Theo Sykes
- Stacy Jones
- Donnie Sanders
- Lana Nichols



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VOICE OF VA



WINTER SURVEY

**Administration
Dates:**

Jan. 17— Feb. 6, 2012

The 2012 Winter VOVA consists of the following survey modules though employees will only be asked to take one survey module:

- **Learning Organization/
Systems Redesign Survey**
- **Library Survey**
- **Diversity and Inclusion Survey**

**Be sure to take part when you receive the link to the
Web-based survey in your e-mail.**

UPCOMING EVENTS

JAN 25 - Dr. Martin Luther King Jr., Prayer Breakfast

9 am -10 am, located 3rd Floor Auditorium Contact EEO @7923 for tickets and availability .

FEB 9 - 2012 VA National Salute Valentines for Veterans Concert Series featuring country music artist, Aaron Tippin at the Salem Civic Center, 1001 Roanoke Blvd, Salem, VA 24153

Feb 22 - School Fair 12 pm -3 pm Located in 3rd Floor Auditorium

April 21 - Jacksonville CBOC Health Fair



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Historic VA Medical Center goes green, saves money

by Robin Demark

Fayetteville VA Medical Center

The Fayetteville VA Medical Center, one of the oldest VA hospitals in service, recently reached two significant milestones in its quest to reduce energy costs and turn green technology initiatives into greenbacks that can be used to continue providing quality healthcare to area Veterans.

The FVAMC main hospital and seven additional buildings will receive Green Globe certifications, denoting the facilities' dedication to green operations as well as recognizing their environmental achievements and sustainability. In addition, FVAMC recently completed the installation of a solar thermal system to provide both preheating for steam production and domestic hot water for hospital use.

"We took steps this past year to reduce the environmental impact of daily operations on the environment," said Shelley Reeder, FVAMC green environmental coordinator. "Achieving Green Globe certification demonstrates we can be competitive in areas such as: energy efficiency, pollution prevention, conserving natural and cultural resources, recycling, purchasing environmentally preferable products and services and having healthier and environmentally sustainable buildings." The medical center, Reeder added, will continue striving to meet Federal energy reduction goals that include being a part of the 30 percent VA-wide reduction by 2015.

The solar initiative involved installing two solar thermal hot

water systems as part of the Energy Conservation Improvements project to replace aging hot water systems at the FVAMC boiler plant and to upgrade air handling units with ultraviolet-C lighting to improve coil flow and improve the overall indoor air quality inside the facility.

The solar thermal systems will provide about 40 percent of the hot water supplied to the main facility and reduce energy costs.

"The new solar systems decrease steam and electric consumption,

(Continued on page 8)

Director's Forum (Continued from page 1)

and all Community Based Outpatient Clinic's (CBOCs). Patients reported they were able to get care and appointments as quickly as they thought they needed it 47 percent of the time. Patients reported good communications with doctors and nurses 74 percent of the time. Spending enough time with a patient scored 77 percent, while listening carefully scored 70 percent. Shared decision making was the highest scoring area at 80 percent. Patients felt when there was more than one choice for treatment; providers asked them for their thoughts or choice 68 percent of the time, while providers discussed the pros and cons of treatment choices 91 percent of the time.

This data suggests that our patients want and expect to be involved in care decisions. They want to be well informed and value communications with care providers. The environment in which quality health care is provided is important to them.

How does this data apply to you and how will you interact with patients? What strategies can be used to improve the areas above that are important to our patients? How do we continue to improve and maintain excellence in some of the areas reflected in this data?

Access to high quality patient care and service is one of the priorities at the Fayetteville VAMC. Let's continue to improve our service and provide our Veterans with the highest quality health care they have earned and deserve. Together, all of us can help define excellence in VA Health Care and apply our unique VA Core Values and Characteristics that underscore our moral obligation to Veterans and their families.

Ask The Director!

If you have any questions, concerns, etc, contact Ms. Goolsby! Let her know how you feel about your Medical Center!

Employees:

<http://vaww.visn6.va.gov/content.aspx?id=48133>

Non-Employees

http://www.fayettevillenc.va.gov/about/Ask_The_Director.asp



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Fayetteville VAMC staff and local church members come together in celebration of Dr. Martin Luther King, Jr.

January 16th, 2012 marked the nation's 25th observance honoring civil rights leader and Nobel Peace Prize winner Dr. Martin Luther King, Jr. A day when all put aside our differences and join in a spirit of togetherness in recognition of our common humanity.

Fayetteville VAMC staff and community members joined Veterans at the medical center to honor Dr. King and his notable achievements, Jan. 15.

To inspire many, Clifton Montgomery, Jr., Chief of Chaplain Services, honored the legacy of Dr. Martin Luther King, Jr. during a Protestant worship service in the medical center Chapel. Chaplain Montgomery honored Dr. King, by delivering a message entitled, The Power of a Dream. This highlighted the principles and core values that inspired Dr. King to take a courageous stand for all. Upon conclusion of the service, Chaplain Montgomery thanked several Veterans and staff from the medical center and community for their courageous service in protecting our freedoms.

To reach our Veteran residents, Margaret Savage, recreation therapist hosted church members visiting the Community Living Center by celebrating with fellowship, a meal and a movie.

Dr. King was a peacemaker and a messenger. He is known for teaching principles of love, and nonviolence when others preached hatred. He had a patriotic commitment to making democracy work for all Americans.

On Aug. 28, 1963, men and women of all races, religions and political backgrounds participated in a March for Jobs and Freedom in Washington. King delivered his famous "I Have a Dream" speech to a throng of more than 250,000 people that day at the Lincoln Memorial.

King called the huge gathering a "nonviolent army." The march succeeded far beyond the greatest expectations of its planners in transcending political quarrels of the time, bridging differences between competing groups of Americans and speaking to the conscience of the nation. It succeeded, according to its organizers, because it embraced the most enduring and basic American values -- equality and justice for all.

In 1964, at age 35, King became the youngest man in history and the third black man to be awarded the Nobel Peace Prize. Four years later, he went to Memphis, TN, to help sanitation workers in a protest against low wages and working conditions. He was shot and killed there April 4, 1968, while standing on his motel balcony.

King wrote six books: "Stride Toward Freedom," "The Measure of a Man," "Why We Can't Wait," "Strength to Love," "Where Do We Go From Here: Chaos or Community?," and "The Trumpet of Conscience." All his works and awards are preserved in the archives of the Martin Luther King Jr. Center for Nonviolent Social Change in Atlanta, GA.

Volunteer Spotlight

Frank Byrne is a Vietnam & Korean War Veteran who shares his retirement time, good health, and warm spirit reaching out to staff, Veteran residents, patients, and visitors here at the FVAMC.

You can find Mr. Byrne walking the halls, stopping by offices and sitting next to main elevators greeting everyone with a smile and entertainment act for all ages. He is 80 years old and has fun volunteering.

"This is one of the greatest things I can do for others," said Byrne. "I've been a patient here since 1974 when they treated me for a stroke. The medical care here has always been the best. This is like my second home and family."

Byrne's brings laughter and smiles to all with his magic act, puppetry and playing music.



Frank stops by the office of Kim Johnson, Congressional-Legislative Liaison, with a new colorful puppet show.

If you would like to volunteer, please contact Norma Fraser, Voluntary Service Chief at 910-488-2120 ext. 7027.



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JOINT COMMISSION 2012 Patient Safety Goals

Goal	Requirements
 Patient identification.	<p>Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatments. <i>(Hospital - Behavioral Health - Long Term Care - Home Care)</i></p> <p>Make sure that the correct patient gets the correct blood when they get a blood transfusion. <i>(Hospital)</i></p>
 Communication	<p>Get important test results to the right staff person on time. <i>(Hospital)</i></p>
 Medication Safety	<p>Before a procedure, label all medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up. <i>(Hospital)</i></p> <p>Take extra care with patients who take medicines to thin their blood. <i>(Hospital - Long term Care)</i></p> <p>Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor. <i>(Hospital - Behavioral Health - Long Term Care- Home Care)</i></p>
 Decrease Health care-associated infections.	<p>Use the hand cleaning guidelines from the Center for Disease Control (CDC) or World Health Organization (WHO). Set goals for improving hand cleaning. Use the goals to improve hand cleaning. <i>(Hospital - Behavioral Health - Long Term Care - Home Care)</i></p> <p>Use proven guidelines to prevent infections that are difficult to treat. <i>(Hospital)</i></p> <p>Use proven guidelines to prevent infection of the blood from central lines. <i>(Hospital - Long Term Care)</i></p> <p>Use proven guidelines to prevent infection after surgery. <i>(Hospital)</i></p> <p>Use proven guidelines to prevent infections for the urinary tract that are caused by catheters. <i>(Hospital)</i></p>
 Falls	<p>Find out which patients are most likely to fall. For example, is the patient taking any medicines that might make them weak, dizzy or sleepy? Take action to prevent falls for these patients. <i>(Long Term Care- Home Care)</i></p>
 Pressure ulcers	<p>Find out which patients are most likely to have bed sores. Take action to prevent bed sores in these patients. From time to time, re-check residents for bed sores. <i>(Long Term Care)</i></p>
 Identify Safety Risks	<p>Find out which patients are most likely to try to commit suicide. <i>(Hospital - Behavioral Health)</i> </p> <p>Find out if there are any risks for patients who are getting home oxygen. For example, fires in the patient's home. <i>(Home Care)</i></p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
 Universal Protocol	<p>Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body. <i>(Hospital)</i></p> <p>Mark the correct place on the patient's body where the surgery is to be done. <i>(Hospital)</i></p> <p>Pause before the surgery to make sure that a mistake is not being made. <i>(Hospital)</i></p>

For additional information please contact Clare Snow, Patient Safety Manager at 910-488-2120 Ext. 5097



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New Online Tools for Veteran Job-Seekers

Secure Access to Military Records, Skill “Translators”

Veterans now have on-demand access and can download official data about their military training and experience, which can be used to help them find jobs and continue their careers. Their service data can be uploaded to job search and networking sites to help identify employment opportunities.

“Savvy employers look to Veterans for the excellent training and unique experiences they bring to the civilian workforce,” said Secretary of Veterans Affairs Eric K. Shinseki. “Now, Veterans can have state-of-the-art access to official data about their military service that we will help them land meaningful jobs.”

Starting Dec. 3, Veterans can use the VA’s online My HealtheVet portal (www.myhealth.va.gov) to see official information about their military service, including deployment data, in-uniform experience, and Military Occupational Specialty (MOS) codes which define the type of work performed and skills learned during their tour of duty. Veterans can electronically download that information to their personal computers by using an enhanced version of the Blue Button. This new capability is the latest addition to a growing suite of job-hunting tools announced by President Obama on Nov. 14.

“The President and Secretary Shinseki have shown real leadership on Veterans Employment,” said Dr. Peter L. Levin, chief technology officer at Veterans Affairs. “The White House has been instrumental in guiding this public/private initiative to meet the needs of Veterans, and with promoting web-based services that help Veterans find jobs. With their MOS codes, Veterans can more easily substantiate that they possess the skills needed by employers.” Several industry partners have signed up to create -- or have even already implemented -- third-party applications that can read military specialties or classification codes in Blue Button format, automatically translate those codes into civilian descriptions, and identify openings and other resources for Veterans, Levin added.

Military job information available to Veterans under this program will depend on discharge or retirement date.

- All Veterans discharged after 1980 will see military specialty or classification codes;
- Some Veterans discharged between 1975-1980 will see military specialty or classification codes;
- Some Gulf War Veterans may see combat pay and deployment periods;
- All Post-9/11 Veterans will see combat pay and deployment periods

Veterans enrolled in VA health care can access their military service information through My HealtheVet. Veterans who have not yet signed up for My HealtheVet access can register for a My HealtheVet account at any VA medical center by completing a one-time identity-verification process to help assure their data privacy.



**WORSHIP SERVICES
IN OUR MEDICAL CENTER CHAPEL**
PROTESTANT SERVICE: SUNDAYS 2:00 pm
CATHOLIC MASS: SUNDAYS 11:00 am
MONDAY - THURSDAYS 12:00 pm
All Are Welcome! Contact us at 7031/5906



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VA Medical Center goes green...(Continued from page 4)

reducing the hospital's energy costs and freeing those funds for patient care," said medical center energy manager Sam Smith. They are estimated to offset about \$12,000 dollars in annual natural gas and electricity costs (at current rates), or approximately five percent of the facility's total annual heating fuel costs. This equates to a significant present worth savings of \$300,000 dollars over their 25 years estimated useful life."

Both projects were developed as part of the federally mandated energy reduction targets, Greening the Government Through Leadership in Environmental Management and Strengthening Federal Environmental, Energy, and Transportation Management. Recent energy legislation requires Federal agencies to evaluate facilities to determine if life-cycle costs are sustainable and effective before starting facility renovations or improvements.

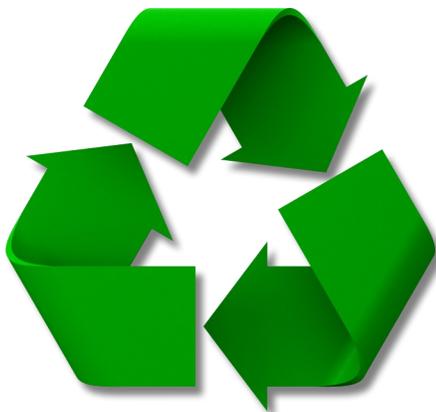
According to Smith, the VA is actively pursuing sustainable and renewable solutions nationwide for many facility systems to reduce carbon footprints and meet energy program goals. Several medical facilities within the Mid-Atlantic Healthcare Network are currently evaluating solar thermal and other renewable technologies such as geothermal, biomass, wind power, hydro power and solar photovoltaic power. The Salem Medical Center is scheduled to install a 1.2 MW photovoltaic electric generation system on top of an on-site landfill. The maximum output will provide about 25 percent of Salem's electric demand mid-day in July and August.

Mid-Atlantic Healthcare Network energy manager William Marks Hudson shares Smith positive view.

"Other energy efficiency and sustainable projects within VISN 6 include, ground source heat pump installation at two buildings at Hampton, thermal upgrades in Durham, exterior LED lighting at all of the medical centers, new laundries that recycle water, more efficient heating of campus buildings, lighting controls at Hampton & Salisbury, LEED (Leadership in Energy and Environmental Design) certified polytrauma center at Richmond and a new boiler plant in Asheville," Hudson said. "Once completed, these projects should reduce the VISN's utility costs by about \$3.6 million per year, while improving lighting, security and comfort at all of the facilities."

To learn more about VA Green Management Programs, visit

<http://www.green.va.gov/>



The solar collectors were installed and operational for Building No. 3 by the end of November 2011. Bldg. No. 3 supplies the hot water system for the patient and canteen kitchens, rehabilitation medicine and other units throughout the medical center. The two solar thermal hot water systems installed provide 40 percent of the hot water supplied to the main facility. The Work was completed by general contractor Greenland Enterprises, a Service Disabled Veteran company from Hampton, Va., along with subcontractor, Southern Energy Management, from Raleigh, NC.



The solar collectors for the boiler plant water pre-heating system was installed and operational by November 2011. The contracted Work was completed by general contractor Greenland Enterprises, a Service Disabled Veteran company from Hampton VA, along with subcontractor, Southern Energy Management, from Raleigh, NC. The project replaced aging hot water systems at the FVAMC boiler plant.

Wilmington starts to rise from the sand!

The Wilmington Specialty Clinic is growing! Construction crews prepared the ground setting footers, January 10th, 2012. Once opened, Wilmington will provide clinical services for Veterans to include: PACT (Patient Aligned Care Team), Mental Health Clinic Specialty, Audiology & Speech Pathology, Cardiology Laboratories, Dental, Dermatology, Digestive Disease, Eye Clinic, Laboratory, Magnetic Resonance Imaging (MRI) [via portable], Pharmacy, Podiatry, Prosthetics & Sensory Aids, Radiology, Mammography [via portable], Rehabilitation Medicine, Surgery, Teleretinal, Urology and a Women's clinic.

Plans are set to complete construction by the winter of 2012. The site address for the new clinic is 1705 Gardner Road, Wilmington, NC 28405.



NEW EMERGENCY CALL BOXES INSTALLED FOR YOUR SAFETY

VA Police Service installed Solar Powered Emergency Call Boxes in the parking lots of the medical center.

The call box is answered by VA Police dispatchers who relay your request for assistance to the officers. To initiate a call for assistance, push the red button and the VA police will answer.

Push the button again to talk. The emergency call boxes are located in parking lot 1 (large parking lot behind building 8), parking lot 3 (large lot in front of buildings 4 and 5), and next to building 46.

The boxes are identified by the blue light above them. For questions call Assistant Chief Richberg at ext. 7171.



The Fayetteville Communicator is published monthly. If you have articles, photos, or ideas for the Communicator, please contact **Robin DeMark, Public Affairs Officer @ 910-488-2120 ext. 5991** or email @ robin.demark@va.gov.
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