



Coatesville
VA Medical Center



VA
HEALTH CARE
Defining EXCELLENCE
in the 21st Century

The EAGLE

For the employees of the Coatesville VA Medical Center ~ Spring 2012

A Message From the Director



Dear fellow employees,

It has been an eventful spring. In April, Secretary of Veterans Affairs Eric K. Shinseki visited our medical center. It is not often that we host such a distinguished guest. Please be sure to read about the visit's highlights in this edition of the EAGLE.

I want to take this opportunity to thank all employees for showing the Secretary our very best. Employees who helped prepare for and conduct the visit, please know that your tremendous efforts resulted in a very successful visit.

It would have been great to show the Secretary every program we offer here, but there was not time. It was apparent, however, that he is interested in and appreciates all that each and every one of you do every day to serve Veterans.

Sincerely,

Gary W. Devansky
Director

Kathleen Leonard

Social Work Supervisor for G&EC and Primary Care



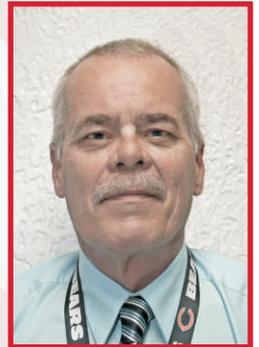
Prior to coming to Coatesville VA Medical Center, Kathleen was director of the Center for Academic Success at Reading Area Community College. She has held leadership positions at Harcum College and Montgomery Hospital, and is a certified case manager. Kathleen holds a bachelor's degree in psychology from Pennsylvania State University, and a master's degree in social work from the University of Pennsylvania.

In her new position, Kathleen hopes to continue improving the service that social workers are providing Veterans and their families. In her free time, Kathleen

enjoys riding horses with her family and friends.

Michael Wealer

Assistant Chief of Food Operations, Veterans Canteen Service



Prior to coming to Coatesville VA Medical Center, Mike was the production manager for Worthington Steel, and owned and operated his own catering business for 16 years. In his position, Mike leads most of the catered events that occur throughout the medical center. Mike holds an associate's degree in law enforcement.

Mike is committed to helping VCS meet or exceed all of their goals, including providing excellent service to Veterans.

Dawn Bullen

Program Specialist, Environmental Management Service

Prior to becoming the EMS program specialist, Dawn worked in G&EC and was responsible for state home and purchased home care. Dawn holds an associate's degree in office management and paralegal, a bachelor's degree in business administration and in December, she expects to complete a master's degree in organizational leadership from Cabrini College.



In this position, Dawn hopes to continue improving the service that Environmental Management Service provides for our Veterans, employees and visitors. Dawn is a very proud mother of three: Matthew, 10; Christopher, 5; and Jonathon, 3.

Diana Zinnie

Veteran Justice Outreach Specialist



As the veteran justice outreach specialist (VJO), Diana connects Veterans who may have committed nonviolent crimes with VA programs in lieu of incarceration. Currently, Coatesville VA Medical Center works with Montgomery, Delaware and Chester counties in what is generally referred to as the Veterans Treatment Court.

Prior to this position, Diana worked here as a HUD-VASH case management specialist and as a Homeless Domiciliary social worker, and has worked for the Department of Human Services. Diana holds a master's degree in social work from Temple University. As VJO, Diana's goal is to help justice involved Veterans pursue and realize full, meaningful lives as self-reliant, contributing members of society.

Secretary Eric K. Shinseki Visits Coatesville VA Medical Center



On April 12, Secretary of Veterans Affairs Eric K. Shinseki visited Coatesville Veterans Affairs Medical Center as part of a mid-Atlantic tour including stops in Philadelphia, PA; Wilmington, DE; and Fort Dix, NJ. Serving as the seventh Secretary of the Department, Secretary Shinseki is a Retired U.S. Army General who served as Army Chief of Staff for four years.

Ending Veteran homelessness and making mental health care accessible for every Veteran are among Secretary Shinseki's top goals. Coatesville Veterans Affairs Medical Center is known as a place where homeless Veterans rebuild their lives. Additionally, the hospital specializes in providing mental health care. Naturally, the discussions during his visit revolved around these relevant and important topics.

"I applaud what you're doing," the Secretary said after he learned about the hospital's recently implemented Housing First model of care, an initiative that he believes in. Through this transformational model, homeless Veterans immediately focus on obtaining –with case management support– community-based, permanent housing and employment.

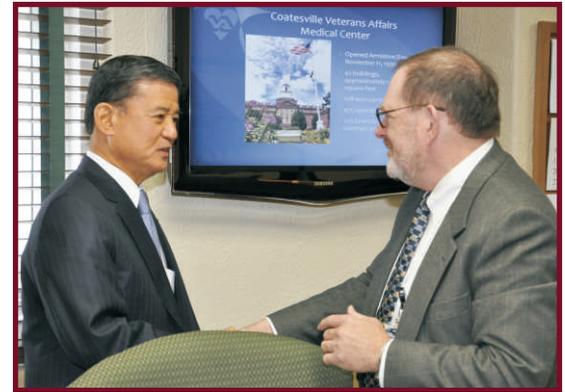
Chief of Staff Dr. James F. Tischler discussed a comprehensive approach to delivering mental health care. The combination of traditional, emerging and unique methods support the robust, specialized inpatient and outpatient care we offer. Programs such as Medical Foster Home help forge new ground in community-based living.

Secretary Shinseki saw some of this in action through a tour of our nationally recognized Post Traumatic Stress Disorder Residential Treatment

Program. There, he visited with Veterans who are learning how to live satisfying, happy lives with post traumatic stress disorder. "I am 62. I want to live the next 20 years happy, and that's why I am here," Vietnam Veteran Yahya Abdullah-Aziz explained as he participated in Art Therapy.

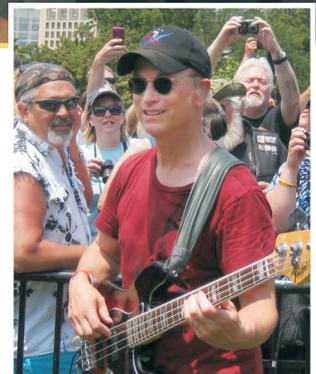
The Secretary visited the Mary E. Walker House, an on campus VA Grant & Per Diem program run by the Philadelphia Veterans Multi-Service & Education Center. Through a special use agreement, the program uses a VA building to offer transitional residential care to homeless women Veterans, many of whom suffer with substance use disorders or military sexual trauma, or both. Having opened in 2005 and improved many lives since then, the program may become a national model.

Secretary Shinseki's visit reinforced our purpose as VA health care professionals. We are here to help our nation's heroes. We are committed to continuous improvement, and we must adapt and explore new therapies, better medications, and proven care models. Secretary Shinseki said it well, "All we know for sure is that we'll do our best".



Honoring our Veterans in a Special Way

LPNs John Roberts and Gail Toub have spearheaded a flag signing program on the Post Traumatic Stress Disorder Residential Treatment Unit. Every month or so, appropriate Veterans in the program sign Vietnam flags that are eventually taken to the Vietnam Veterans Memorial Wall or 'The Wall' in Washington, DC. The project has evolved into signings for Iraq and Afghanistan conflicts as well. Most recently, John and Gail hosted a flag signing as part of the Rolling Thunder 25th Anniversary on Memorial Day at 'The Wall' in Washington, DC. They gave visitors an opportunity to sign flags that were then archived at 'The Wall'. While there, John and Gail met 'Lieutenant Dan' Gary Sinese, who signed a flag and was very supportive of their efforts.



Welcome Home Celebration 2012

Of the six Welcome Home Celebrations that Coatesville VA Medical Center has held, four of them were held on our grounds. This year, the celebration was part of the Brandywine Health Foundation's 40th annual Strawberry Festival. The extravaganza supports the Coatesville Youth Initiative, Coatesville Rotary Club, Thorndale Volunteer Fire Company, Brandywine YMCA and Coatesville Public Library.

As always, the purpose of the celebration was to welcome home and thank Iraq and Afghanistan War Veterans, and provide VA health care and benefits information. This year, these Veterans and their families were treated to free ice cream, and all era Veterans were invited to enter a raffle to win donated Phillies tickets.

Hosting the celebration through this venue enabled VA health care professionals to connect with Veterans who were not enrolled for VA health care, too. Hundreds of Veterans, their spouses, sons,

daughters, sisters, brothers and children visited the tent. Many left with more knowledge about VA health care than they came with. Most importantly, they left with information needed to pursue enrollment.

"We were very excited to be a part of this community event," said OEF/OIF/OND Program Manager Stacey Castel, "We received an overwhelming positive response and we could not have asked for a better event."

As a festival sponsor, Coatesville VA Medical Center was able to support the local community, making this year's Welcome Home Celebration truly special and memorable. Veterans, thank you for your service. Volunteers and committee members, thank you for putting it all together. Brandywine Health Foundation, thank you for the opportunity.



The Soldiers' smiles say it all.

The 401st Army Field Support Brigade recognized a group from our Nutrition and Food Service with special thanks for sending care packages over the holidays. Command Sergeant Major Ramon C. Caisido CSM, USA and Commanding Michel M. Russell, SR. COL, LG wrote to Cherie Myers, "We express our sincere, heartfelt appreciation for you and your coworkers' time spent preparing the many care packages. The Soldiers' smiles say it all."

From May 6 through 12, Coatesville Veterans Affairs (VA) Medical Center along with Department of Veterans Affairs (VA) 152 other medical centers nationwide celebrated Nurses Week. The department employs 77,000 nursing staff, and more than 400 of them serve Veterans right here at the Coatesville VA Medical Center.

The celebrations included the annual Awards Ceremony where registered nurses, licensed practical nurses, nursing assistants and health technicians were honored as a group, and with individual recognitions. A very special guest, Donna Cardillo, RN, MA, delivered the keynote address to a captivated audience. Ms. Cardillo, who is known as "Dear Donna" is a blogger on DoctorOz.com, a nursing column writer, and author. The week also featured note cards for nurses, poster displays and professional development opportunities.

More than a year ago, Coatesville VA Medical Center embarked upon the years-long Journey to Magnet Excellence, an honor granted by the American Nurses Credentialing Center (ANCC) to organizations that represent the highest standard of patient care. The next Magnet event is July 17 and will further explore VA TAMMCS and feature VIP project updates. Information will be forthcoming through the Magnet Subcommittee.

Magnet Journey Update



Polka Dot Day

On Friday, May 4, Primary Care staff celebrated something interesting: polka dots. Most team members wore polka dots and Lori Olson, health promotion and disease prevention coordinator, set the bar high. Lori was awarded a trophy for the best use of polka dots. The theme even translated to lunch. Staff enjoyed all sorts of round foods including bagels, cucumbers, cupcakes, cookies, round tortilla chips and more. The purpose of the day was to boost morale, team build and have fun! It was definitely a success! This leaves us all wondering what they'll come up with next.

GOOD NEWS

In October, Terri Warden-Fiorvanti became Registered Nurse Assessment Coordinator Certified. Additionally, she recently celebrated her 25th wedding anniversary.

Stephanie McFadden, program support assistant 59B/138B has been accepted into Alpha Epsilon Lambda. This national honor society recognizes ethics, academic achievement of GPA 3.9 to 4.0, and leadership among graduate students. Stephanie is an MBA student at Alvernia University, and will be graduating in August, 2012.

Culture Change Corner

Culture Change is about making our Community Living Center resident-centered and home-like. An interdisciplinary team meets frequently and makes real progress toward this goal. Recently, the team awarded several staff members with Culture Change Awards of Excellence. Congratulations and thank you to Trapeta Mason, Sheryle Mason, James Garry, Barbara Johnson, POWER Program women, and VCS employees for your commitment to and demonstration of Culture Change at its best.



Employee Fitness Center

Coming Soon



As you are reading, the finishing touches are being placed on the brand new, state-of-the-art Employee Fitness Center. It will feature top-of-the-line Life Fitness brand equipment including treadmills, bicycle machines, free weights and more.

Located in Building 69, it will be open 24 hours a day, 7 days a week. Please note that Police Service and Fire Department employees may use the center during their tours of duty, but all others must use it off their tour of duty. The registration process contains numerous steps including clearance from your private physician. Registration details will be forthcoming. Refer to Medical Center Policy HR-36-12 Employee Fitness Center for further details.

On an Average Day*

701	Prescriptions Filled
3721	Inpatient Medication Doses Given
949	Clinic Appointments Completed (main campus and Springfield and Spring City CBOC locations)
277	Phone Calls Handled by Call Center Staff
144	Routine Police Patrols Run
50	Complete Blood Count Samples Collected
1339	Hospital Meals Served

**Fiscal Year 2011 Data*

Rekeying Project

Facility Engineering Service is in the process of replacing door locks throughout the entire medical center. All employees have their new keys, and locks are beginning to be replaced at this time. All employees' access should remain the same. Thank you for your cooperation and patience as this project is completed.

SERVICE AWARDS

Congratulations to the following employees who have been recognized for 20 or more years of service between January and April.

20 years:

Randolph Bryd
Constance Copeland
Pamela Overkott
Kay Ramsey
Kathleen Renfroe
Frances Robinson

25 years:

Christan Gordon-Bishop
Katherine Leonard
Alan Livingston
Norman Reeder
Terrie Sampson
Sue Scott
Jean Smith
Marsha Williams
Nicholas Urban
Edward Young

30 years:

Sandra Incollingo
Maryann Lasak
Kevin Moore El
Donna Regener
Clarence Reid
William Smith, Jr.
Betty Jo Vail

35 years:

Angela Bailey
Annette Dantzler-Smith
Bobette Forte
Barbara Griffin
Elese Morton
George Sutton
Betty Thomas



Yellow Belt Training

From May 21 through 23, VA TAMMCS Yellow Belt Training took place. Approximately 60 nurses, quality improvement specialists, physicians, social workers, and representatives of other disciplines attended.



Good Bye & Good Luck to our Retirees

Jane Falotico	39 Years
Carolyn Brown	37 Years
Doris Lawrence	37 Years
Glen Ambroziak	36 Years
Dianne Rice	32 Years
Betty Jo Vail	30 Years
Persis Kasad	26 Years
Linda Elliott	24 Years
Harriet Wells	18 Years
Linda McMinn	11 Years
Charles Hopkins	5 Years

Vietnam Traveling Wall Coming to Coatesville

We are preparing to host the Vietnam Traveling Wall this November for our Veterans Week activities. The Vietnam Traveling Wall, also known as 'The Wall That Heals,' is a half-size replica of the original Vietnam Veterans Memorial Wall in Washington, D.C. It will be arriving at the athletic field on November 5 and depart November 13, 2012.



The Eagle is published quarterly for the employees of the Coatesville VA Medical Center. Please address suggestions, comments, or story ideas to: Kathleen Pomorski X4203 or kathleen.pomorski@va.gov. The editor reserves the right to make changes and/or edits to any submission chosen for publication. Layout/design/photography completed by CVAMC Medical Media Department.