



# The EAGLE

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

## A Message From the Director



Dear fellow employees,

As a VA medical center, we are seen as defining excellence in the 21st Century. The Veterans Health Administration recently implemented a plan that will transform VA health care to be data-driven, team-based, continuously improving and patient-centered.

As part of this enormous national initiative, Coatesville VAMC introduced Patient Aligned Care Teams or PACT, a new health care delivery model in 2010. Simply, the model puts the Veteran patient at the center of care, with an entire interdisciplinary team focusing on every aspect of it. The program emphasizes health promotion and disease prevention, and relies on the latest technologies for communication between Veterans and health care providers. At the end of the 2011 fiscal year, 16,173 Veterans were receiving care through PACT.

This shift represents the changing face of health care in modern times. I encourage you to stay informed about new trends in health care and share your own ideas with others. Being involved will best prepare you for your future challenges as VA employees.

Sincerely,

Gary W. Devansky  
Director

**Michael Carcanague,**  
Director of Facilities Engineering Service



Mike most recently served as Coatesville VAMC's project section supervisor. In that role, he was responsible for supervising construction activity at the medical center. As the new director, Mike hopes to continue large scale renovations and new construction projects that modernize the campus for future generations of patients and employees.

Mike has a Bachelor's of Science degree in Engineering and a Master's of Science degree in Engineering Management, both from Widener University.

Outside of work, Mike can be found spending time with his wife and daughter, mountain biking or taking in a classic car show.

**Valerie Katz, Chief, Health Information Management Service**

Valerie comes to us with experience in health information management and privacy. She was the HIMs director at Devereux for six years. Valerie is happy to be serving Veterans, and hopes to learn more about the VA as time goes on.

Valerie holds an Associate's degree in Health Information Management and a Bachelor of Science degree in Organizational Dynamics.

Valerie spends free time with her family and friends. She is an animal lover – she has several cats and a dog. She is also an avid book reader.



**Dellinah Deveaux, Business Manager Mental Health**

Dellinah recently was named the business manager for Mental Health. In 2006, after 10 years of administrative health care experience in the private sector, Dellinah came to Coatesville VAMC. Since then, she has held three positions here, each with increasing responsibility.

Dellinah holds a Master's of Jurisprudence in Health Law Management. She also participated in the VISN 4 Leadership Development Institute which helped prepare her for career advancement. In her new role, Dellinah's focus is continuous improvement, which ultimately leads to the delivery of excellent health care.

In her spare time, Dellinah loves to spend time with her family, especially her new niece. She often participates in church and community events.



**Joseph Farquharson, Unit Manager 58B**

Joseph Farquharson has experience as a supervisory nurse, staff nurse and case manager, and has worked in behavioral health with children, adolescents and adults. Having also worked as an Army medic, Joe has been in the health care field for the past 40 years. He believes that staff development is key to providing excellent health care, and he plans to make this a focus for the unit.

Joe earned a Bachelor of Science degree in Nursing from the University of Detroit Mercy, and a Master's of Science degree in Nursing from Villanova University.

In his free time, Joe enjoys exploring his Scottish heritage, and especially likes to attend Celtic cultural events.





Veterans Week Celebration 2011



# Safety Person of the Year Awarded



At the Director's Town Hall meeting on February 8, Shannon Martin, 59B nursing assistant was named the 2011 Safety Person of the Year. Shannon was chosen among 2011's 12 monthly winners. She received the award for fostering a strong safety culture on her unit. Her colleagues observe her regularly monitoring Veterans who are vulnerable to falling, continuously checking and removing anything that might contribute to a fall, and educating Veterans about why and how to be safe. If you notice an employee who demonstrates an extraordinary commitment to safety, please contact Tom Yaw to submit that person for an award. In the meantime, stay safe!

## Toastmasters Charter Awarded by Mary Seip

On February 2, 2012, Jo Sante, Distinguished Toast Master (DTM) and Lt. Governor of Marketing presented the club charter to Mark Taylor, President. She also presented certificates to the original club members. The club was established on May 17, 2010.

Gary Devansky, Director presented certificates of appreciation to Jo Sante and the club mentors, Beth Rudy, DTM; Emile Captain, CC; Wally Brenchley, President Conestoga Toastmasters Club; and Brian Cavanaugh, DTM.

Toastmasters helps its members to develop better speaking and presentation skills, learn to think quickly and clearly on their feet, build strong leadership abilities, and hone listening skills. The skills are developed in a supportive, self paced, and fun atmosphere.

Visit Coatesville VAMC Toastmaster Club the 1st and 3rd Thursday of each month at 4:30pm in Building 38, Room 224 and begin to discover YOUR confidence! Come to a meeting OR several – we would LOVE to have you attend! Please come and bring a friend!

Any questions, please contact Mark Taylor, extension 2110 or Arlington Johnson, extension 5408.



## The Customer Service Star and Ribbon

It is important to recognize excellent customer service when we see it. Recognition is the spark for its continued practice and excellent service is an important way that we provide world-class care to our Veterans. The Customer Service Council (CSC) recently revamped the medical center's customer service recognition program.



If you observe a fellow employee providing consistently excellent customer service, or changing a negative situation into a positive one, notify the employee's supervisor. He or she decides if the situation warrants either a Customer Service Ribbon or Customer Service Star. The new process enables recognition to occur soon after the event. For the details, visit the [intranet](#) site and click on Human Resources and then Employee Awards.

## Want to Help?

Maybe you aren't a clinician, but you've always been good at helping people who are facing difficult situations. Think about joining the Critical Incident Stress Management team. When a critical incident occurs, the team offers comprehensive, phase sensitive, integrated and multi-component crisis intervention to those affected. Any permanent staff member with supervisory approval is welcome to apply. Contact Kelly Lemmon with questions. Training sessions begin in March.

## Get your Adrenaline Pumping

Do you naturally thrive in high pressure situations? Consider joining the Decon Team. The team is activated in the event of a chemical and/or industrial accidents or spills or acts of terrorism - biological, chemical and/or radiological. The activation of the team depends on actual agents or circumstances. Members can earn four hours of AA for participating in three drills (two inside and one outside) over the calendar year. There are usually four or five held, so most members can easily earn the time off. Contact Josie Iozzo or Dr. Anthony Iaccarino if you would like to learn more.

Coming Soon...

## Attracting Excellence Newsletter

In January, we celebrated one year on the Magnet Journey. Over the first year, we focused on evaluating our patient care practices and comparing them to the ANCC Magnet standards of care. The survey revealed that the medical center is aligned very closely to those standards.

So that all employees can better understand their roles in the Magnet journey, the Magnet Committee is launching a quarterly newsletter called Attracting Excellence. Featured will be Magnet fundamentals, best practices and tips. Make sure you check it out.



## HAPPY NEWS

Debbie Zimmerman

in the Director's Support Office is happy to announce the engagement of her daughter, Stefanie, to Jeff Herman. He proposed on Christmas Eve and Debbie is hoping for more grandchildren soon. No pressure, Stefanie!

Beverly Phillips in the Agent Cashier's Office is pleased to report that her daughter, Davida Phillips was selected as a Philadelphia 76ers dancer for the second time. Go Sixers!

Cassandra McFadden, nursing assistant on unit 59B, received her Bachelor of Science degree in Health Administration from Lansdale School of Business. She had a concentration in medical office. Congratulations, Cassandra!

Gigi Hayes, unit manager of 59B, earned her Bachelor of Science degree in Nursing in January. Congratulations!

Tami Featherlin, MDS coordinator, recently welcomed a new grandson. Congratulations to Tami and family!



## Up to Date Letterhead

When writing a memo or letter, be sure that you are using the correct letterhead. The old letterhead has a fuzzier VA seal, and the correct letterhead has a very clear, high quality version of the VA seal. It can be found on our [intranet](#) site by clicking on Documents, Forms & Links.



## PowerPoint – it's easier now!



Most of us use PowerPoint to create dynamic presentations. Most of us also end up fiddling around with fonts and bullets trying to make the presentation perfect. There are a lot of backgrounds and little details to choose from. And, now it's easier. Medical Media recently developed a Coatesville Veterans Affairs Medical Center template. It can be used for presentations to internal VA audiences, for example a service meeting, a VISN meeting or the network director's visit. Additionally, Veterans Health Administration developed some templates that should be used for external audiences, such as any community meetings, or conference presentations. You can find all of the templates on our [intranet](#) site by clicking on Documents, Forms & Links.

## 2012 Employee Development Funds are Still Available

Thinking about completing your bachelor's degree or maybe pursuing a master's degree? Did you know that the VA may be able to help you finance it? VISN 4 funds an Employee Development Program for employees at all levels who are taking classes, courses and programs that support the High Performance Development Model 8 Core Competencies. Contact Andrea Hall if you would like to learn more or view the application and FAQs on the [intranet](#) page.



## Save the Date

|                                   |           |
|-----------------------------------|-----------|
| Creative Arts Festival            | March 13  |
| Women's History Month Celebration | March 30  |
| CRCS/CS Retirement Seminar        | April 23* |
| FERS Retirement Seminar           | April 24* |
| Financial Planning                | April 25* |
| VA2K                              | May 16    |

\*Must register in advance. Contact Debbie Weaver for details. Or visit <http://snowseminars.com/register/Coatesville/883>.

## Good Bye & Good Luck to our Retirees

| Employee Name:   | Years of Service: |
|------------------|-------------------|
| David Brown      | 40                |
| Vera Clift       | 36                |
| Ellen Walton     | 35                |
| Elizabeth Miller | 34                |
| Phillip Goodman  | 32                |
| Dianne Rice      | 32                |
| Rene Webster     | 31                |
| Robert Allen     | 29                |
| Louise Smith     | 27                |
| Deborah Russell  | 23                |
| Samuel Plocido   | 21                |
| Sharon Boywer    | 19                |
| Susan Reece      | 13                |

## SERVICE AWARDS

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

| 20 years:           | 35 years:                 |
|---------------------|---------------------------|
| Margaret Cortlessa  | Carlee D. Brown           |
| Michelle Fellenbaum | Peter P. Duca             |
| Norma Ford          | Maria Grier               |
| Susan Hillyer       | Blyne Hadley              |
| Barbara Johnson     | Franklin W. Hamilton, Jr. |
| Val Leonard         | Frances Y. Hines          |
| CE London-Dempsey   | Karen F. Morelli          |
| Howard Richards     | Susan L. Race             |
| Angela Tooles       | James Rawls               |
| Harry Torres        | Francis Washington        |
| Rita Young          | William R. Vaughn         |
| 25 years:           | 40 years:                 |
| Timothy Apollo      | Cassandra L. Dutton       |
| John Barolak        | Linda L. Witham           |
| Lynne Debiak        |                           |
| Linda Holmes        |                           |
| Janet Mayall        |                           |



Congratulations, CVAMC employees! We donated \$71,633 to charities to help those less fortunate than us. Approximately \$10,000 was raised through fundraising events. Thank you to all who contributed and all who led events. When we work together, we really make a difference.

## Staying Healthy



The key to staying healthy lies in preventive care, which includes identifying warning signs before they develop into a serious health condition. You can now assess your blood pressure, pulse, weight, body composition, body mass index and color vision by visiting the stayhealthy® kiosk located in the Employee Dining Room, Building 9.

While you are in the area, stop by the VCS Food Court for some healthy fare like milk, fresh fruit, yogurt, steamed vegetables, baked chicken and made to order salads. This is message is brought to you by the Employee Wellness Committee.

## Employee of the Month

|                           |                         |                           |
|---------------------------|-------------------------|---------------------------|
| October:<br>Bobette Forte | November:<br>Lewis King | December:<br>Karen Mullen |
|---------------------------|-------------------------|---------------------------|

Correction to Fall 2011 issue:  
September's Employee of the Month was Felix Ortez  
(Bobette Forte was incorrectly listed).

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](mailto: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.