

TRUMAN VA BULLETIN

Harry S. Truman Memorial Veterans' Hospital — Columbia, Missouri

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An Open Letter to Veterans from Secretary of Veterans Affairs

My name is Ric Shinseki, and I am a Veteran. For me, serving as Secretary of Veterans Affairs is a noble calling. It provides me the opportunity to give back to those who served with and for me during my 38 years in uniform and those on whose shoulders we all stood as we grew up in the profession of arms.

The Department of Veterans Affairs has a solemn responsibility to all of you, today and in the future, as more Veterans join our ranks and enroll to secure the benefits and services they have earned. I am fully committed to fulfilling President Obama's vision for transforming our department so that it will be well-positioned to perform this duty even better during the 21st Century. We welcome the assistance and advice of our Veterans Service Organizations, other government departments and agencies, Congress, and all VA stakeholders as we move forward, ethically and transparently, so that Veterans and citizens can understand our efforts.

Creating that vision for transforming the VA into a 21st Century organization requires a comprehensive review of our department. We approach that review understanding that Veterans are central to everything VA does. We know that results count, that the department will be measured by what we do, not what we promise, and that our best days as an organization supporting Veterans are ahead of us. We will fulfill President Lincoln's charge to care for "... him, who shall have borne the battle, and for his widow, and his orphan..." by redesigning and reengineering ourselves for the future.

Transforming any institution is supremely challenging; I know this from my own experience in leading large, proud, complex, and high-performing organizations through change. But the best organizations must be prepared to meet the challenging times, evolving technology and, most importantly, evolving needs of clients. Historically, organizations that are unwilling or unable to change soon find themselves irrelevant. You and your needs are not irrelevant.

Veterans are our clients, and delivering the highest quality care and services in a timely, consistent and fair manner is a VA responsibility. I take that responsibility seriously and have charged all of the department's employees for their best efforts and support every day to meet our obligations to you. Our path forward is challenging, but the President and Congress support us. They have asked us to do this well—for you. Veterans are our sole reason for existence and our number one priority—bar none. I look forward to working together with all VA employees to transform our department into an organization that reflects the change and commitment our country expects and our Veterans deserve.

Thank you and God bless our military, our Veterans, and our Nation.

Eric K. Shinseki

History is not life. But since only life makes history, the union of the two is obvious.

...Louis D. Brandeis



Equal Employment Opportunity (EEO) Policy Statement

It is the policy of this hospital to provide equal opportunity in employment for all employees and applicants for employment regardless of race, color, religion, sex, age, national origin, disability, or participation in prior EEO activities, and to maintain a work environment that is free of any form of unlawful discrimination including all forms of workplace harassment (both sexual and non-sexual). Hospital policy (Hospital Policy Memorandum 589A4-91, Equal Employment Opportunity and Diversity Management Program) is available on the hospital's home page.

Complaints of discrimination must be brought to the attention of an Office of Resolution Management

(ORM) EEO counselor by phoning 1-888-737-3361 within 45 calendar days of the date of the occurrence of the event or act alleged to be discriminatory. Questions regarding the EEO discrimination complaint process should be directed to **Sara Hake**, EEO Program Manager, at extension 56316.

We could learn a lot from crayons. Some are sharp, some are pretty and some are dull. Some have weird names, and all are different colors, but they all have to live in the same box.

...Albert Einstein



A "Heart to Heart" Story

In September 2008, **Linda Green**, Ancillary Testing Coordinator in Truman VA's medical laboratory, spent a week in the mountains of Guatemala on a volunteer medical assignment for Heart to Heart International, Olathe, Kansas. During that week, she identified parasites in children and installed biological water filters in homes. Linda reports that she cannot begin to describe the fullness in her heart when par-

ents thanked the volunteer group for assuring that the children would have purified water to drink and able to get the correct medicine for parasites. This particular program is a five-year initiative of Heart to Heart International, which provides disaster relief and developmental assistance around the world. Thanks to Linda for sharing her "heartwarming" story.



2009 Champions' Challenge, March 29-June 20

Be active your way VA! The 2009 Champions' Challenge, March 29 through June 20, is open to all staff, volunteers, Veterans and their families and other interested persons that want to be more active. The goal is for each participant to complete 150 minutes or more of moderate intensity physical activity for at least eight out of 12 weeks during the challenge. You can earn milestone prizes along the way. All participants that complete the challenge will be eligible for entry into a national prize drawing sponsored by

the Veterans Canteen Service. Challenge participants can register online at www.move.va.gov/challenge.asp.

For more information, contact **Nadine Freshman**, Clinical Dietitian Specialist in Primary Care at extension 53944.



Department of Veterans Affairs (VA) Celebrates 20 Years

March 15 was the 20th anniversary of the Department of Veterans Affairs. The milestone was marked with a wreath-laying at Arlington National Cemetery, followed by commemorative activities at VA Central Office in Washington, D.C. and at VA facilities nationwide. The Department was founded as the Veterans Administration in 1930. For the next 58 years, the VA strove to honor Abraham Lincoln's second inaugural address promise "to care for him who shall have borne the battle, and for his widow and his orphan" by providing the health care, benefits, education, homes and jobs Veterans had earned through selfless service and sacrifice. Congress and President

Ronald Reagan elevated the agency to cabinet department status in 1988 and on March 15, 1989, the VA became the Department of Veterans Affairs.

Since 1989, VA has grown from 240,000 employees to 286,000 employees, serving over 23 million veterans and their families. VA operates 153 medical centers, 755 outpatient clinics, 230 Vet Centers, 128 national cemeteries and 54 regional offices. VA is the second-largest cabinet-level department, the sixth-largest insurance company and the largest health-care system whose patients all have electronic health records. The online health record

system recently received a top award for innovation in Web-based medical records and the national cemeteries have recently earned the highest score ever in customer satisfaction.



20 Years

OI&T Corner: Public Key Infrastructure (PKI) Information

• **New Requests:** Must be submitted to the Information Security Officer (ISO), Chrysis Higginbotham. She obtains the certificates and may install or enter a Track-It! work order for installation by the OI&T Help Desk. The user must be logged on to the personal



computer (PC) during installation.

• **Renewals:** Must be submitted to the ISO in order to obtain the information the OI&T Help Desk needs to download new certificates. The user must be logged on to the PC during the renewal process. The ISO recommends that you allow your certificates to expire prior to renewal.

• **Reinstalls:** PKI must be reinstalled if your PC is replaced. If this did not occur during placement of the PC, please enter a Track-It! work order and include the CMO# of your PC in the Summary field. The user must be logged on to the PC and must have the PKI password. If you do not have your password, contact the ISO prior to entering a Track-It! work order for assistance.

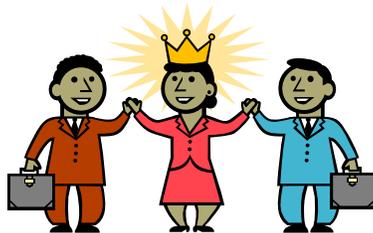
Employee Recognition

Employee of the Month (March):

Melissa Vansteenburgh, LCSW (PS)

Safety "Good Catch" Award (December):

Brandy Johnson, RPh (Pharmacy)



2008 Annual Report

Truman VA Hospital's 2008 Annual Report is available to read on the hospital's home page and on the Internet at www.columbiamo.va.gov. The report can be accessed through the Public Affairs Office link on the Internet home page. A copy of the report is posted on the Eye on Quality bulletin board near the Food Court. Hard copies of the report are available by contacting **Stephen Gaither**, Public Affairs Officer, at extension 56308.

DEPARTMENT OF VETERANS' AFFAIRS
Harry S. Truman Memorial Veterans' Hospital
800 hospital Drive
Columbia, Missouri 65201

Phone: 573-814-6000

E-mail: <http://www.columbiamo.va.gov>

*First Day of
Spring
March 20*



**Enjoy your freedom?
Thank a Veteran!**

WELCOME

Christopher Arbuckle, DDS, Staff Dentist (SC)

Vincent Cassani, Nurse Anesthetist (SC)

Andrew Clark, Supervisory Health Systems Specialist (PC)

Deshayra Kelly, Food Service Worker (PS)

Kenneth Rall, MD, Staff Radiologist (CS)

Kimberly Richardson, LPN (PS)

William Washington, MD, Staff Physician (PC)

Erika Zaragoza, Student Nurse Technician (PS)



FAREWELL

David Baile, Medical Instrument Technician (CS)

Nicole Cope, Medical Laboratory Aid (CS)

Maurice Miera, Medical Supply Technician (PS)

James Toombs, MD, Staff Physician (PC)

RECENT OFFICE MOVES

Most of the staff in the Office of the Director and Office of the Chief of Staff has relocated to offices on the third floor in the area previously assigned to the Financial Management Service. That area is on the west side of the third floor. Telephone extensions have not changed.

