



TRUMAN VA BULLETIN

Notice:

DEPARTMENT OF VETERAN AFFAIRS—COLUMBIA, MISSOURI

VOLUME 2009, ISSUE 23

- ✓ **Christine Black** (PS), **Amanda Mad-dex** (FIN) and **Tena Pickens** (PS) have been approved for the Voluntary Leave Transfer Program. Contact **Lena Warren** (HR) for information.
- ✓ **George Milliner** (FM) and **David Stark** (FM) – Employees of the Month (November)
- ✓ **Kandis Bolles** (PS) – Customer Service Star Award (September)
- ✓ **Valerie Petersen, RN** (PS) – Torch Award

BCMA: CELEBRATING 10 YEARS OF INNOVATION

In 1999, the Bar Code Medication Administration (BCMA) system was rolled out to all VA medical centers and was in use in all VA inpatient units by 2003. This important patient safety technology was the idea of **G. Sue Kinnick, BSN, RN**, a nurse at the VAMC in Topeka, Kansas. She worked tirelessly on the BCMA project despite her own battle with breast cancer. Her work on the project continued until her death in 1997.



- ☺ Since the national release of BCMA in 1999, a total of 1.3 billion doses have been administered. That is an average of 678,000 medications scanned each day.
- ☺ The BCMA acronym was officially adopted by the American Society of Health System Pharmacists and the Institute for Safe Medication Practices to describe all bedside point-of-care medication delivery systems in 2007.
- ☺ By 2008, 29 percent of the hospitals in the U.S. had adopted BCMA.

BCMA has led to the following positive outcomes:

- ☺ Improved inter-service information access
- ☺ Improved communication between disciplines
- ☺ Improved timeliness for dispensing, delivery and administration
- ☺ Improved patient safety.

VA's BCMA has been the recipient of numerous awards since 2000. More importantly, BCMA and VA's Computerized Patient Record System (CPRS) are the major factors in the VA health care system's status as "industry leader" in patient safety.

Despite numerous challenges, implementation of

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TIMELINES FOR CURRENT CONSTRUCTION PROJECTS

OR REPLACEMENT – Phase I (actual OR Replacement with new space), expected completion March 2011 – Phase II (renovation of support space), expected completion April 2012

RELOCATE IMAGING CENTER TO WEST SIDE ADJACENT TO NEW OR – Construction start March 2010 with expected completion July 2011

PATHOLOGY LABORATORY RENOVATION – Construction began November 2009 with expected completion March 2011

RESEARCH RENOVATION – Construction began November 2009 with expected completion January 2011

NEW LEARNING CENTER – Renovation of Library, Education space and Auditorium – expected completion January.

ELEVATOR REPLACEMENT – Complete replacement of 3 passenger and 2 freight elevators - construction start April 2010 with expected completion November 2011

CORRECTION OF SECURITY DEFICIENCIES – new security fence, new security building and facility-wide card access system in process.



10 COMMON CONFLICT RESOLUTION MISTAKES

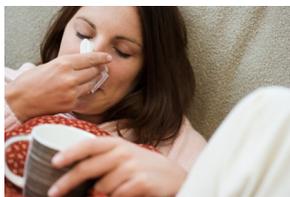
... AND HOW TO AVOID THEM

(Courtesy of Liz Bywater, Bywater Consulting Group)

One of the most common and frustrating impediments to worker productivity is conflict between employees. Unresolved conflict can strain relationships, create tension and negativity and dampen morale. Whether engaged in a heated debate, a disagreement or an outright feud, take a strategic approach to resolving the problem. You'll be most effective if you avoid making these common mistakes.

- ⊗ Don't make assumptions about the situation or the other person's perceptions, motivations or reactions. You'll get a much clearer and more accurate picture by asking the other person directly.
- ⊗ Don't take it personally – it rarely is!

- ⊗ Don't look for blame. Instead, try to identify cause.
- ⊗ Don't avoid the problem. It'll only get worse, breed resentment and resurface at a later date. You've simply got to deal directly with the issue at hand.
- ⊗ Don't attack the other person's character. That's just playing dirty. It will not help you work things out and it will almost certainly have a lasting, negative impact.
- ⊗ Don't gossip about the problem or about the other person involved. It's unprofessional and will only make matters worse.
- ⊗ Don't bring it up in public. This is a private matter to be resolved between you and the other party.
- ⊗ Don't bring it up when there's not enough time to address it. Instead, leave adequate time for a thorough discussion – or introduce the issue and schedule a time to resume talks in the immediate future.
- ⊗ Don't bring it up when you're angry, stressed or feeling ill. That's a disservice to you and the other person involved. Wait until you're calm.
- ⊗ Don't address the situation in an e-mail. E-mail leaves far too much room for misinterpretation. While we're on the subject, don't copy others on a personal matter. This will almost certainly make the other party feel defensive, angry or humiliated. It won't, however, help resolve the problem.



H1N1 AND SEASONAL INFLUENZA INFORMATION

To help protect patients, visitors are requested to not visit the facility if they are experiencing flu-like symptoms (fever, cough, sore throat, body aches, headache, chills, fatigue, etc.). VHA recommends that no children under the age of 16 visit at this time.

VACCINE

- ⇒ The seasonal influenza vaccination clinic is now closed. Enrolled Veterans should contact their Primary Care Provider as soon as possible if they still desire a seasonal flu shot.
- ⇒ Supplies for H1N1 vaccinations for VHA staff are being supplied by VA and are being administered according

to CDC recommendations for priority groups

- ⇒ Supplies for H1N1 vaccinations for patients will be provided by our local health department. We have not yet received any doses. CDC recommendations will be followed once the vaccinations are available.

NOVEMBER SERVICE PIN RECIPIENTS

30-Years

Gary A. Lavender,
Painter (FM)

Suzanne Opperman, RN,
Clinical Nurse Specialist (PS)

25-Years

Frank T. Garro,
Medical Technician (CS)

20-Years

Dennis K. Mueller,
Claims Assistant (FIN)

10-Years

Timothy R. Clay,
Autopsy Assistant (CS)

5-Years

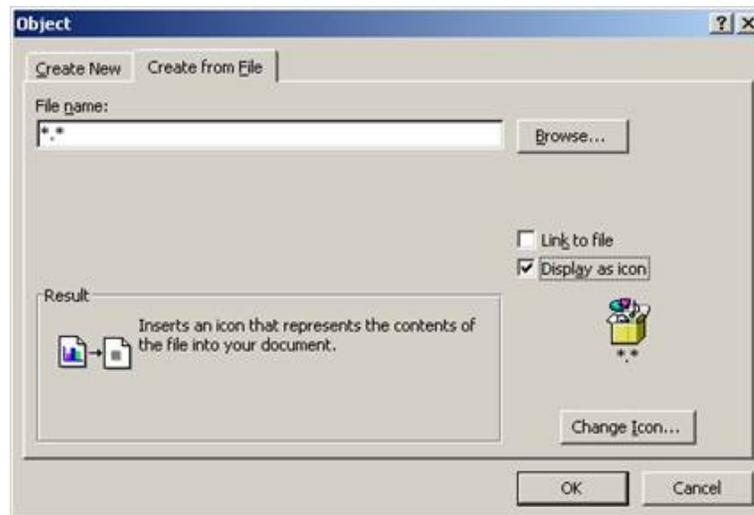
Brandy L. Worley, RN,
Staff Nurse (PC)



O I & T “COMPUTER CORNER”

HOW TO EMBED DOCUMENTS IN WORD

When objects are embedded in a Word document (Insert > Object, in the Text box), choose the “Display as Icon” box to ensure recipients are able to view the document. If you select “Link to File”, only users with access to your file will be able to view the embedded document.



PRINTER REPLACEMENT PROJECT

O I&T is in the midst of the printer replacement project. Phase I targets replacement of 198 printers that are more than five years old. In Phase II, we begin reviewing the 111 printers between three to five years old and hope to replace most of those printers as well. Each replacement is reviewed based on the criteria in the Facility Printer Policy, HPM

589A4-358, and printer workload. Not all printers will be replaced “one for one”. As a reminder, toner cartridges, labels and other consumables are available in the Warehouse.





FAREWELL

Robert Bedford, Patient Services Assistant (SC)

Michelle Blackwell, RN, Staff Nurse (PS)

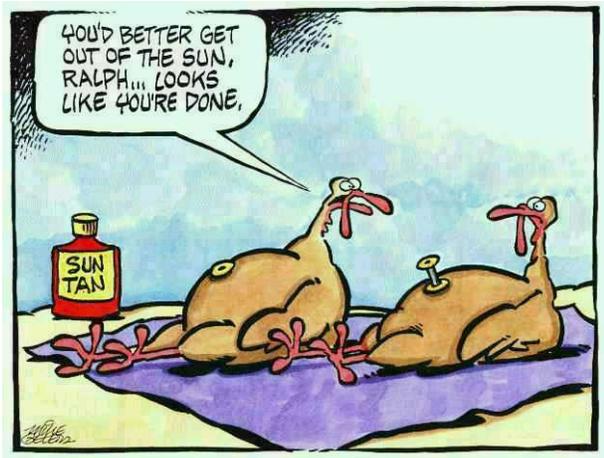
Linda Fischer, RN, Staff Nurse (PS)

Jacob Oser, Assistant Canteen Chief Trainee (Canteen)

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2010 LEADERSHIP COLUMBIA CLASS

The Columbia Chamber of Commerce recently announced the 2010 Leadership Class. Congratulations to Paula Williams, RN, Director/Nurse Manager for Truman VA's Home Based Primary Care (HBPC) Program and Minority Veterans Coordinator! She is one of 30 Leadership Columbia class participants. The local leadership development program begins in January and finishes in May. Paula is the eighth Truman VA employee to participate in the Leadership Columbia program.

NEW EMPLOYEES



WELCOME

David Barnard, MD, Staff Physician (PC)

Sharon Turner, Health Technician (PS)

Joshua Cleveland, Medical Support Assistant (CS)