

TRUMAN VA BULLETIN

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EMPLOYEE RECOGNITION AWARDS:

Employee of the Month (May) – **Barbara Critchfield**, Patient Services Assistant (HAS)

Customer Service Star of the Month (March) – **Kellye McCord**, Pharmacy Technician (Pharmacy)



OFFICER KEN NOBLES HONORED

Congratulations to Kenneth Nobles, sergeant in Truman VA's police unit. He was named Lead Officer of the Year for VA Police Services on April 27 at the annual VA Police Chief training conference in Tampa, Fla. Sgt. Nobles was the award recipient for the small size police unit (11-15 officers). The award is in recognition of a number of achievements including Ken's previously recognized work as a master trainer for the VA's Prevention and Management of Disruptive Behavior course.



Pictured: Hospital Director, **Sallie Houser-Hanfelder**, VA Police Chief, **Tom Koenig**, and Sergeant **Ken Nobles**.

What Do YOU Think?

Please fill out the **ALL EMPLOYEES' SURVEY** by May 18. Your opinion counts!

QUILTS OF VALOR CHAPTER FORMED

Several Truman VA employees and former employees have joined with non-VA quilters to form a local chapter of "Quilts of Valor," making quilts for local deployed soldiers. The local chapter includes **Jan Martin, Bev Hagenhoff, Becky Rahmoel-**

ler, Laura Devenney and Bev Forderhase. Their first quilt was presented to **Christian Bullard**, the son of **Faith Andrulot, LPN** who works on the Red Team (right) and inscribed by the chapter with thanks for his service in Iraq (left) .



OI&T CORNER – NEW WORK ORDER SYSTEM



OI&T has a New Work Order System. CA (Computer Associates) is accessible from the homepage by clicking the OI&T Work Order button.

CA does not provide a secure environment for PII (Personally Identifiable Information) or PHI (Personal Health Information), so do not include information in a CA work order that you would not send in a unencrypted Outlook message. Please note that PII/PHI is available in support of the work order and then send the information in a separate VistA or encrypted Outlook message or call the OI&T employee assigned the work order. No PII/PHI should

be sent in a text page.

The first 50 characters entered in INCIDENT DESCRIPTION are very important because those characters populate the SUMMARY field visible in the OI&T work order view. Some things to remember:

- enter DPC first if it is a Direct Patient Care issue
- include the EE# / CMO# if it is an equipment issue
- include the device name (printer name, i.e., IMS7) if it is a printer issue

- include the location

Following this important information, provide all pertinent information about the problem including additional contact information. After you click SAVE, the work order is submitted to the OI&T Help Desk for assignment to the appropriate OI&T employee and triggers the first email notification to you, the requestor. Follow-up email notifications are triggered for updates and when the work order is completed and all include a link to the work order. If you have questions about CA, please contact the OI&T Help Desk at extension 56500.

“CA does not provide a secure environment for PII (Personally Identifiable Information) or PHI (Personal Health Information) ...”



I want to thank everyone for their support during my recent extended leave. The donated leave, calls, cards and words of concern and encouragement were greatly appreciated. Thank you.

Jean Morrow

NEW & DEPARTING EMPLOYEES

Welcome

Bethany Collard,
VALOR Student (PS)

Jacob Dey,
Medical Technician Student
(CS) [not pictured]

Paul Goode,
Medical Support Assistant
(SC)

Ashley Goss, Physical Therapy
Assistant (CS) [not pictured]

Robert Huwieler, PhD,
Staff Psychologist (BH)

Farewell

David Boyd,
Medical Support Assistant
(PS)

Heather Galloway, Occupa-
tional Therapy Trainee (CS)

Leslie Harvey,
Student Nurse Technician
(PS)

Cathy Lucas, RN,
Staff Nurse (PC)

Amy Maher, RN,
Staff Nurse (PS)



Pictured: Robert Huwieler, PhD ● Paul Goode ● Bethany Collard

MAY SERVICE PIN RECIPIENTS

40-Years

Donald L. Farrow, Supervisory
Medical Technologist (CS)

35-Years

L. Joyce Algieri,
Medical Support Assistant
(PC)

30-Years

Virginia S. Law, LCSW,
Social Worker (PS)

25-Years

Helen Feldker,
Nurse Practitioner (PC)

Pamela Hodgkins-McSheehy,
RN, Staff Nurse (PS)

Jane G. Pekkala, RN,
Staff Nurse (PS)

20-Years

Barbara G. Capps, Human
Resources Specialist (HR)

15-Years

Tina M. Giltrap, RD, Dietitian
(PC)

Tracy L. Reeves, RN, Staff
Nurse (PS)

10-Years

Daryl R. Kline, Accounts Re-
ceivable Technician (FM)

Heather L. Paul, Details Clerk
(HAS)

Penny E. Slawson, Registered
Respiratory Therapist (SC)

5-Years

Mary Ann Chandler, Program
Support Assistant (SC)

Lenora A. Holmes, House-
keeping Aid (FM)

Stefanie A. Knox, LPN (PS)

Dean W. Marth, LCSW,
Social Worker (BH)

Bret S. Sawyer,
Maintenance Inspector (FM)

Charles J. Smith, PhD,
Research Health Scientist
(Research)

Angela D. Tummons, RN,
Staff Nurse (PS)



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Pictured: Hospital Director, **Sallie Houser-Hanfelder** and Associate Director for Patient Services, **Mary Wideman, MSN** making presentations to: **Tara Walker, LPN** (top) « **Patricia Egesdal, RN** (center) « and **Corrine McCune, RN** (bottom)

NOTE FROM THE DIRECTOR

VOLUNTARY LEAVE TRANSFER PROGRAM:

Thomas Denton (Logistics), **Jennifer Goul** (PS), **Lora Reed** (FM) and **Kimberly Wilcox** (PS) have been approved for the Voluntary Leave Transfer Program. Contact Lena Warren (HR) for information.

Thank you to all that have already completed the 2010 VA All Employee Survey. For those that have not yet completed the survey, be advised that it has been extended until 6:00 a.m. on Tuesday, May 18. Our goal is for all employees to participate, but, as of this writing, we are still shy of 60 percent participation.

We care about your opinions and how we can make your workplace the best it can be. Participating in this survey is one important way in which your input can be used to make positive changes at Truman VA Hospital.

Here are some of the initiatives that have been accomplished as a result of feed-

back from past All Employee Surveys:

- An Employee Satisfaction Committee was chartered to champion employee satisfaction through employee recognition, wellness, praise, career development, support for diversity, training/education, survey support and other opportunities.
- An Employee Satisfaction Suggestion link was established on the hospital homepage.
- Lunch and Learn seminars were developed on topics such as smoking cessation, health insurance benefits and stress management.
- Employee Health Fairs
- Weight Watchers At Work program
- Annual Employee Career Development Fairs
- Training on performance-based interviewing, dressing for success and resume writing
- Diversity Learning Map training
- Coaching/Mentoring program
- All Employee Survey results were used to identify employee development and upward mobility opportunities.

Please take a moment right now to help make this facility a better workplace!

Sallie Houser-Hanfelder, FACHE
Director