



Valentines for Veterans Concert Series

Rock 'n Roll Hall of Famers support River Region

Central Alabama Veterans Health Care System (CAVHCS) will host a Department of Veterans Affairs, Valentines for Veterans (V4V) Concert, "The Drifters, starring Bobby Hendricks," in downtown Montgomery's Davis Theater February 11, 2011, at 7 pm that will be no cost to all in attendance.

"Due in large part to the support of the City of Montgomery and Troy University, we're excited to announce that Montgomery is one of only 17 cities in the nation to be selected to host a Valentines for Veterans Concert," said CAVHCS Director, Glen E. Struchtemeyer. "The Valentines for Veterans Concert Series is designed to provide communities like ours with an opportunity to show our appreciation to Veterans, active duty and their families for their service to our Nation."

The Drifters, starring Bobby Hendricks; who will undoubtedly perform such hits as; Under The Boardwalk, There Goes My Baby, Up On The Roof and Save The Last Dance For Me, have made the commitment to

support Veteran, active duty and family member communities with their gift of song by participating in the V4V Concert Series. That gift, as well as sponsorship by the national, non-profit organization Help Hospitalized Veterans (HHV) www.HHV.org, translates to a no-cost event for all attendees.



The Drifters starring Bobby Hendricks will be performing at Troy University's Davis Theater Friday, February 11 at 7 pm, as part of a national, 17-city Valentines for Veterans Concert Series. The no-cost series is sponsored by Help Hospitalized Veterans (HHV), www.HHV.org.

"We scheduled the Drifters concert to coincide with our annual National Salute to Veteran Patients, which is held every Valentine's Day," said Struchtemeyer. "We're very fortunate, because we enjoy an outstanding community response. We usually receive several hundred Valentine's Cards, visits from ROTC cadets, active duty military and recently we even had a concert performed by the Halcyon Elementary School choir!"

The River Region's community responsiveness has not gone unnoticed nationally. Montgomery was also selected this year as one of only 54 National Veterans Day Regional sites by Department of Veterans Affairs Secretary Eric Shinseki. The selection represented Alabama's third regional observance.

Please see 'Valentines'

[Page 3](#)

VA focused on Patient Centered Care, Cultural Transformation

The Department of Veterans Affairs (VA) is creating a new office to develop personal, patient-centered models of care for Veterans who receive health care services at VA's more than 1,000 points of care across the Nation.

"VA has become one of the Nation's leaders in quality health care and is increasingly cited as the standard to emulate," said VA Under Secretary for Health Dr. Robert A. Petzel. "However, we must always continue to find ways to deliver more with our systems to the incredible patients we are honored to serve. We need to be data-driven, providing the treatments and therapies with the best clinical evidence, and we need to be patient-centered, never losing sight that we have been given the noble mission to care for our Nation's Veterans, families and survivors."

The new VA Office of Patient Centered Care and Cultural Transformation began operations on Jan. 17 and is based in Arlington, Va.

The office's director, Dr. Tracy Williams Gaudet, comes to VA from Duke University Medical Center where she has served as the executive director of Duke Integrated Medicine since 2001. Dr. Gaudet received her Bachelor of Arts and medical degrees from Duke University.

"The VA's vision and commitment to cultural transformation comes at a pivotal moment for health care in this country, and I am deeply honored to be joining VA in this important work," said Dr. Gaudet. "The Office of Patient Centered Care and Cultural Transformation will be a living, learning organization in which we will discover and demonstrate new models of care, analyze the results, and then create strategies that allow for their translation and implementation across the VA. VA will continue to be a national leader in innovation, and, in this way, we will provide the future of high-quality health care to our Veterans."

The VA Office of Patient Centered Care and Cultural Transformation will have four regional implementation teams at select VA medical centers across the country: Birmingham, Ala; East Orange, N.J.; Dallas; and Los Angeles.



CAVHCS All-Stars

This is my second visit to a VA Hospital and I can truly say my first visit to this location has been pleasant. Everyone I met was very helpful. The atmosphere is very welcoming. Please convey our thanks to Ms. Julie (Case Manager) in C&P for the great job she does!

-- Thank you, Carol W., Columbus, Ga.

This note is to tell you that LPN Catherine Paschell-Johnson at Maxwell, AFB did an exceptional job with me on my first visit on December 29, 2010. I am very pleased with her work and wanted to acknowledge to you that she is a very commendable employee who deserves to be recognized!

-- CMSgt Bob C., USAF, Ret., Selma, Ala.

I would like to commend you on two of your employees – Mr. James Hairston and Ms. Betty Kincaid. Although they work under extreme conditions, dealing with all sorts of patients, these two people continue to bring quality and service of an outstanding nature to this organization. They are understaffed, but carry on above and beyond the call to ensure that we Veterans have the best of care available. Both are extremely polite and professional, giving me all the service and more than I expected. PLEASE thank them for me. I really appreciated the care they took in waiting on me during my visit. -- Sincerely, Richard G. J., Grantville, Ga.

My name is Freddie C. and I have been to the Emergency Room twice in 2010 and just wanted you to know that the staff, nurses and the doctor who waited on me were excellent in the way of care and treatment. I was pleased with everything that was done for me. -- Respectfully, Freddie Cox, Thorsby, Ala.

My name is Malcolm J. and I called the TAP line on Sunday, January 3, 2011 about 2:00 p.m. The nurse on duty was very good and very helpful. This is the first time I have used this service and I found it very satisfactory and informative. Whoever she is, this nurse deserves a “high five” for everything she did for me that day and more.

-- Malcolm J., Montgomery, Ala.

I want to pass on my appreciation to Dr. Bannister, Mrs. Annie Goshay and Ms. Meechin Ho in the Optometry Clinic. They were all the most helpful, polite and courteous folks I have met in a long time. I really appreciated their attention to my appointment needs.

-- Respectfully, Col. Al L. (USAF, Ret.), Elmore, Ala.

We've made a PACT with Veterans

‘It’s a team effort’



Patient Aligned Care Team



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



Accredited by
The Joint Commission

The CAVHCS Salute

The CAVHCS Salute is produced by the Central Alabama Veterans Health Care (CAVHCS) Public Affairs Office. CAVHCS Salute is an unofficial, internal communications publication.

Director
Acting Associate Director
Associate Director, Patient Care Services
Chief of Staff
Public Affairs Officer

Glen E. Struchtemeyer
Leah Griffin
Yvette Hill, MS, RN
Cliff Robinson, MD
Al Bloom

New Program Speeds Approval for Vietnam Veterans

WASHINGTON – The Department of Veterans Affairs (VA) has decided more than 28,000 claims in the first six weeks of processing disability compensation applications from Vietnam Veterans with diseases related to exposure to the herbicide Agent Orange.

“With new technology and ongoing improvements, we are quickly removing roadblocks to processing benefits,” said Secretary of Veterans Affairs Eric K. Shinseki. “We are also conducting significant outreach to Vietnam Veterans to encourage them to

submit their completed application for this long-awaited benefit.”

VA published a final regulation on Aug. 31 that makes Veterans who served in the Republic of Vietnam and who have been diagnosed with Parkinson’s disease, ischemic heart disease, or a B-cell (or hairy-cell) leukemia eligible for health care and disability compensation benefits.

Vietnam Veterans covered under the new policy are encouraged to file their claims through a new VA Web portal at www.fasttrack.va.gov. Vietnam

Veterans are the first users of this convenient automated claims processing system.

If treated for these diseases outside of VA’s health system, it is important for Veterans to gather medical evidence from their non-VA physicians. VA has made it easy for physicians to supply the clinical findings needed to approve the claim through the new Web portal. These medical forms are also available at www.vba.va.gov/disabilityexams.

Two CAVHCS staffers gain added ‘VALUE’

Two CAVHCS staff recently successfully completed the VA Southeast Network 7 2010 VA Leadership Upward Expectations (VALUE) Lead program.

VALUE is a nine month initiative that consisted of didactic sessions, site visits to all main VA facilities, formal mentoring, a winning PowerPoint presentation training seminar, completion of a VISN-wide project, and direct involvement in appropriate on-going medical center activities.

Robin Lesure, Clinical Applications Coordinator, Clinical Informatics Service and Shelley Wiggins, Clinical Pharmacist Specialist, Pharmacy Service worked on the VISN-wide project, which will likely have a tangible benefit for CAVHCS. The VISN-wide project for this year focused on the implementation of the Patient Education and Cultural Competency components of the Patient Aligned Care Team (PACT) initiative.

The project deliverables for the Patient Education component included customizable templates for a pamphlet, business and wallet card, a patient letter, magnet and script for a DVD presentation.



Robin Lesure



Shelley Wiggins

The project deliverables for the Cultural Competency component include a customizable brochure, website, resource document, and SharePoint folder on the PCMH/PACT SharePoint.

‘Valentines’

From Page 1

The Valentines for Veterans Concert at the Davis Theater will also serve as a Welcome Home for the River Region’s recently deployed service members and their families. CAVHCS works directly with the U.S. Army and U.S. Air Force Yellow Ribbon Reintegration Programs, which are designed to provide information, services, referral, and proactive outreach programs to Soldiers and Airmen as well as their families through all phases of the deployment cycle.

The Valentines for Veterans Concert Series will coincide with a Post-Deployment Yellow Ribbon Training Event, which will include information on available Department of Veterans Affairs educational, health care, counseling, dental and even employment assistance benefits.

Tickets for The Drifters, starring Bobby Hendricks are available through Voluntary Services at the Montgomery VA Medical Center - 215 Perry Hill Road, Montgomery, AL 36109 and the Tuskegee VA Medical Centers 2400 Hospital, Tuskegee, AL, 36083. For more information, contact the CAVHCS Voluntary Service Office at Tuskegee VA Medical Center 334-727-0550, Ext. 3418/3433/3979, or the Voluntary Service Office at Montgomery VA Medical Center 334 272-4670, Ext. 4748/2349. Tickets are also available at Maxwell, AFB’s Information, Tickets and Travel (ITT) office.

VALENTINES FOR VETERANS CONCERT
featuring:
The Drifters
Starring
Bobby Hendricks

The Davis Theater for the Performing Arts
251 Montgomery Street, Montgomery, Alabama 36104
Friday, February 11, 2011
7:00 PM

CENTRAL ALABAMA VETERANS HEALTH CARE SYSTEM

2011 Winter 'Voice of VA' Survey

VHA needs YOUR Opinions and Perspectives

Welcome to the Winter "Voice of VA" Survey administration. Responses are confidential and anonymous and cannot be linked to individuals. Completed surveys will be returned directly to Data Recognition Corporation, an outside data collection firm. All information that you provide about your job and yourself will be treated confidentially. In order to maintain individual confidentiality, no data from groups smaller than ten (10) will be released. The VOVA Survey is designed to reduce the survey burden of VA employees as it will be administered quarterly.

You are being asked to participate in the 2011 Winter "Voice of VA" Survey. The 2011 Winter Voice of VA consists of 4 survey modules which provide employees an opportunity to respond to questions that measure various aspects of an organization and its employees. The 2011 Voice of VA includes questions on learning, training, inclusion, utilization of library services, and job competencies. You will be randomly assigned to take only 1 of the 4 survey modules. While participation in this survey is completely voluntary, VA will use the results to illustrate our growth and also highlight areas for development. For these reasons, your participation in completing this survey is extremely important.

The 4 survey modules included in the Winter Voice of VA survey are:

Module 1

- **The Learning Organization Survey-** This survey evaluates VA as a learning organization – an organization that links learning success to organizational outcomes, in this case, to improved patient care. The survey is partially benchmarked from a study featured in the March 2008 *Harvard Business Review* article titled "Is Yours a Learning Organization?" The survey results will help to gauge VA's progress over time in transforming itself into a learning organization.
- **Improvement Capability Survey-** The purpose of this survey is to collect information on employee perceptions of quality improvement efforts within their workgroups. "Quality improvement" refers broadly to all improvement efforts including systems redesign, quality improvement, and process improvement.

- **Psychological Safety Survey-** These items are being included to further explore the relationship between the AES psychological safety items and the Learning Organization survey psychological safety items.

Module 2

- **Job Competency Model Survey-** The purpose of this survey is to collect employee input on what competencies (knowledge, skills, abilities and other personal characteristics) are needed to perform effectively at the VA.

Module 3

- **ADVANCE Training Awareness Survey -** The purpose of this survey is to evaluate employee familiarity and knowledge of the ADVANCE program.
- **Leadership Development Survey -** The purpose of this survey is to evaluate employee perception of VA Leadership Development Programs.
- **Office of Diversity and Inclusion Survey -** The purpose of this survey is to collect employee perceptions of how inclusive the climate is in their organization.

Module 4

- **Library Survey-** This survey will evaluate the information and resources available to employees at their VHA facility library.

To complete this Intranet-based survey, please click on the link below or copy and paste the URL into your web browser. The survey should take approximately 20 minutes of your time to complete. <https://www.drcsurveys.com/vova/winter2011>

The survey will be open from Tuesday January 18, 2011 until midnight Hawaii Time on Monday February 7, 2011. **Please complete the survey before COB on Monday February 7, 2011.**

If you have any questions please contact the Data Recognition Corporation Help Desk toll free at 1-866-633-5789 or the VHA National Center for Organization Development at vhancod@va.gov. We appreciate your participation and thank you for helping us make VA a better place to work.

WOMEN VETERANS HEALTH CARE

*You served, you deserve
★ the best care anywhere.*



- The current projected percentage of U.S. Veterans who are women is 8 percent.
- In FY 2009, the average age of women Veterans was 48 years, compared to 63 years for their male counterparts.
- In FY 2009 and FY 2010 PTSD, hypertension, and depression were the top three diagnostic

- categories for women Veterans treated by VHA.
- About 1 in 5 women seen in VHA respond "yes" when screened for Military Sexual Trauma (MST).
- Though rates of MST are higher among women, because of the disproportionate ratio of men to women in the military

there are actually only slightly fewer men seen in VA that have experienced MST than there are women.

- The largest group of women Veterans today served in the OEF/OIF operations.
- Women make up 11.4 percent of OEF/OIF Veterans.
- 51.3 percent of women OEF/OIF Veterans have received VA health care; of these, 88 percent have used VA health care more than once.

A New Model of Health Care: Patient Aligned Care Teams

Contributed by Douglas Walker

You are probably hearing how VA is changing to a new model of health care delivery. You may be wondering what this is all about and why VA is changing. After all, VA is one of the leaders in primary care and has accomplished a lot over the last fifteen years. The simple answer is VA wants to take primary care to the next level and bring all the pieces together as a cohesive, highly functional team focused on your goals and needs. We call this the Patient Aligned Care Team or PACT.

What is a Patient Aligned Care Team?

With Patient Aligned Care Teams, VA is embracing what is known as the patient centered medical home model. This model of care features a team of health care professionals. The team is led by a personal provider working to provide continuous and coordinated care throughout a patient's lifetime. The basic idea is that having one team responsible for coordinating all of your care leads to better health outcomes. You will notice similar models are being embraced throughout the medical community.

What Does Patient Aligned Care Team Mean for You?

The biggest change is that your health care is now delivered by a team that includes you, the Veteran. Your relationship with your primary care provider will not change. It will be enhanced by the extra help and support the team can provide. You make decisions about your health care with support and guidance from members of your team. Your Patient Aligned Care Team is tailor made to meet your health care needs. You see and interact with some team members on a regular basis. They are your primary care provider and the staff who work in the primary care clinic. You will see other team members, like specialists, social workers, pharmacists or dietitians when you need or want to. Your Patient Aligned Care Team is there to empower you. They will help you take control of your health.

There is also a change in how your care is provided. You will eventually be able to interact with your Patient Aligned Care Team: by a visit, a phone call, a video conference or through Secure Messaging here on MyHealthVet. You will have access to your test results and be able to request appointments on MyHealthVet.

Our goal is to help you stay healthy. Providing health information and reminding you about recommended preventive care is an important part of Patient Aligned Care Teams. If you agree, your family or caregiver can also participate in care decisions.

Veterans will benefit from less fragmented care. You will have a personal team that knows you, and you know them. This will help prevent duplication of services. With Patient Aligned Care Teams, patients stay healthier and happier. With Patient Aligned Care Teams, your health care is focused on you.

Joint Commission Health Care High 5

IN THE NEWS

1 Center for Transforming Healthcare Tackles Handoffs.

The Joint Commission Center for Transforming Healthcare and its partner hospitals have completed a handoff communication project. The Center and its partners developed targeted solutions that reduced the incidence of defective handoffs by 52% in the participating organizations.

Visit www.centerfortransforminghealthcare.org for more information.

2 Joint Commission Comments on Fed's Anti-Smoking effort.

The U.S. Department of Health and Human Services launched a new comprehensive tobacco control strategy that includes proposed new, bolder health warnings on cigarette packages and advertisements.

The Joint Commission released a statement available at www.jointcommission.org/news/default.aspx?ps=25&k=814.

3 Many Children Lack Mental Health Services

Of nearly 7.4 million children in the United States diagnosed with emotional, behavioral, or developmental conditions, a disproportionate number do not get the mental health services they need because they are underinsured, according to a report released by the Health Resources and Services Administration.

4 CoPD Awareness Rising




The number of Americans who report being aware of chronic obstructive pulmonary disease (CoPD) rose 4% between 2008 and 2010, but many people at risk are still unaware of the disease, according to a survey conducted by the National Heart, Lung and Blood Institute.

5 FDA Targets overuse of Antibiotics

The U.S. Food and Drug Administration has partnered with other agencies to promote public education about antibiotic stewardship and to encourage patients to stop asking prescribers for antibiotics for viral infections.

CAVHCS Staff recently attended 'Meet & Greets' on the Tuskegee and Montgomery Campuses to welcome new CAVHCS Associate Director, Patient Care Services, Ms. Yvette Hill (middle) with Ms. Teague and Dr. Shah (l-r). Ms. Hill arrived in December. During her nursing career she has worked at the Miami VAMC, West Palm Beach VAMC as part of the nursing activation team, and the Tuskegee VAMC.



 <h1 style="text-align: center;">February 2011</h1> 						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		National Patient Recognition Week (Feb. 1-7); Women's Heart Week (Feb. 1-7)				
		1 *National Freedom Day (1865)	2 *Groundhog Day *Girls & Women in Sports Day	3 *Chinese New Year *Four Chaplains Memorial Day (1943)	4 *USO Founded (1941) *National Wear Red Day	5
Burn Awareness Week (Feb. 6-12); Congenital Heart Defect Awareness Week (Feb. 7-14)						
6	7	8	9	10 *Treaty of Paris (1763)	11 <i>The Drifters</i> Valentines for Veterans Concert	12 *Lincoln's Birthday (1809) *NAACP Founded (1909)
National Salute to Hospitalized Veterans (Feb. 13-19); National Cardiac Rehabilitation Week (Feb. 13-19)						
Alzheimer's and Dementia Staff Education Week (Feb. 14-21)						
13 *First Medal of Honor Awarded (1861) *Marine Corps Women's Reserve Created (1943)	14 * National Donor Day * Valentine's Day	15 * Susan B. Anthony Day	16	17	18	19
National Eating Disorders Awareness Week (Feb. 20-26)						
20	21 *Presidents' Day *Washington's Birthday (1732)	22	23 *Iwo Jima Day Anniv. (1945) *Desert Storm Ground War Begins (1991)	24	25	26 *Kuwait Liberation Day (1991)
27 	28	<input type="checkbox"/> National Senior Independence Month <input type="checkbox"/> AMD/Low Vision Awareness Month <input type="checkbox"/> American Heart Month <input type="checkbox"/> Wise Health Consumer Month <input type="checkbox"/> National Cancer Prevention Month <input type="checkbox"/> National Children's Dental Health Month <input type="checkbox"/> National African-American History Month <input type="checkbox"/> Youth Leadership Month				

The CAVHCS Community Calendar is not intended to be an all-inclusive, official calendar. It is intended rather to provide a medium for CAVHCS Salute to share upcoming events.

If you would like to add a CAVHCS event please email details directly to alan.bloom@va.gov. Submissions are not guaranteed to be published. Editorial considerations will be made for propriety, promptness and print space.