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# SNAPSHOT



Central Texas Veterans Health Care System

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# Letter From The Director

Salle A. Houser-Hanfelder, FACHE

What a flurry of challenges we have encountered over the past few months! It's hard to realize I have only been with CTVHCS since August last year, but during this time, I've seen your resilience in addressing these challenges. I want to thank all of the CTVHCS staff for your continued commitment serving Central Texas Veterans.

I realize you have heard lots of negative reports in the news about VA and our own health care system, but we must remain positive. Stay focused on our mission—we are here to serve the Veterans who entrust us to provide their health care. Whether you are a clinician or a support staff, each person is important to providing the best care possible and delivering that care to our Veterans with compassion and courtesy.

2 CTVHCS does a lot of things right, but we still have things we can improve upon. During the next few months we will be looking at all our services and how we can make changes to be more efficient. I encourage staff who have suggestions on how to improve work practices and efficiencies, to bring them to the attention of their supervisor. Sometimes even the smallest suggestions may have an impact on the bigger picture. We may have to think out of the box and get out of the routine of thinking “that’s always the way we done it” attitude.

I am proud of CTVHCS, but I am also confident that over the next few months and years to come, we will emerge as a better health care organization. With each challenge CTVHCS faces, we become stronger and better because we are willing to change to meet the needs of our nation’s Veterans.

Congratulations to Ms. Juanita Villareal! On January 30, 2013, Medical Administration Service honored her for over 30 years of federal service. Juanita’s father and sister both retired from the Waco VA Medical Center with more than 30 years of federal service as well.

**Do you have information to get out to employees? Do you have a story to share or an upcoming event? Get it out thru the**

## **Snapshot Newsletter!**

The CTVHCS Snapshot is an organizational newsletter of activities and a source of information for Veterans, employees and volunteers of the Central Texas Veterans Health Care System. Use the CTVHCS Snapshot to publicize activities and to recognize outstanding accomplishments. The Snapshot comes out quarterly. Submit your articles, stories and awards to [CTXsnapshot@va.gov](mailto:CTXsnapshot@va.gov). The deadline for the next edition will be August 15 for the Summer 2014 edition.

Please submit documents in Microsoft Word and send pictures in jpg format. Include pertinent information needed for captions for pictures and author of the article. If you are contributing an announcement of an upcoming event, please include the date, time, location and contact information.

All submissions may not be included in the newsletter. The Editorial Board will make the final decision and reserves the right to edit submissions chosen for publication.

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# Making a Difference: David F. Butler, M.D.

*By John Carruthers, assistant editor, American Academy of Dermatology, February 03, 2014*



David F. Butler, M.D.

Dermatologist David F. Butler, M.D., has long been a proponent of free care and screenings for patients in his community. During his early days volunteering, he was the only dermatologist in his area able to donate specialist care for those in need. Today, he continues to participate in skin cancer screening events and puts in regular work at the free clinic near his Temple, Texas practice.

“I choose to volunteer my time because I have been given so much. I’ve always felt the need to repay it in some form.”

- Dr. Butler volunteers at the Temple Free Clinic, providing dermatologic care to indigent patients, as well as those whose jobs do not pay well enough to provide for regular care.
- In the early late 1980s and early '90s, Dr. Butler was the only dermatologist in El Paso, Texas, volunteering for the American Academy of Dermatology's Annual Skin Cancer Screening. He has now participated in the event every year since 1988.
- “During one screening, I saw 179 patients by myself,” Dr. Butler said. “That was a long day.”
- Dr. Butler helped start the dermatology residency program at Scott & White Memorial Hospital, a teaching hospital affiliated with Texas A&M Health Science Center College of Medicine. He put in, by his count, well over 100 hours of unpaid time getting it off the ground.
- “The residency is doing quite well now,” he said. “Every one of the 20 graduates since our first graduation in 2005 has passed the certifying exam.”
- In addition to his work locally, Dr. Butler is the immediate past president of the Texas Dermatologic Society and serves as a member of the Academy's Council on Education and Maintenance of Certification. He is also the Academy representative to the Council of Medical Specialty Societies.



*Timothy D. Reese, MHA, RN, CPHIMS, NE-BC, Associate Chief Nurse, Operations was recently recognized for 30 years of federal service.*



*Jana O'Leary poses with a skeleton display at the Heart Health Day in Austin*

# Brownwood VA Clinic Gets New Shuttle Van

The keys to a new van were officially handed over to Bobby Zimmerman, Chief of Voluntary Service of Central Texas Veterans Health Care System for use at the Brownwood Community Based Outpatient Clinic on Friday, February 21, 2014.

With funds raised by local citizens, Veteran groups and with assistance from the Stephenville DAV Chapter 234 through their Transportation Network, the van was purchased for the purpose of transporting Veterans from Brownwood to their specialty appointments at the Central Texas Veterans Health Care System's medical centers in Temple and Waco.

Volunteer drivers are always needed.

Those interested in becoming a VA volunteer driver, are asked to come by the Brownwood VA Clinic to fill out an application or call the clinic at 325-641-0568. For more information on services at Central Texas Veterans Health Care System, see <http://www.centraltxas.va.gov>.



**Pictured above: In front of the new shuttle van are:**

*Walter Hester, VA volunteer; Jody Armstrong, Voluntary Service Advisory Committee and Deputy Representative, Ladies Auxiliary to VFW Post 3278; Evan Autry, Campaign Manager Jim Keffer Campaign; Hillary Stegemoller, District Representative for Congressman Mike Conaway; Brownwood Mayor Steven Haynes; Harry Woodward, Commander Stephenville DAV Chapter 234; Bobby Zimmerman, Chief, Voluntary Service Andrew Garcia, Asst Director for Operations in Temple; Billy Murphey – Brown County Veteran Service Officer and American Legion Post 198; James Masters, Brown County Veteran Service Officer and Senior Vice Commander, VFW Post 3278; Jane Masters, President, Ladies Auxiliary to the VFW Post 3278; Reymundo Sanchez, Commandant of Pecan Valley Detachment of the Marine Corps League and in the driver's seat of the new van is VA volunteer driver Guy Wood*

## ***CBOCs goes Red in support of the Go Red for Women Campaign for the American Heart Association***



*Palestine CBOC*



*Brownwood CBOC*

# The Waco SATP Department Wants You!



Since November 2012 there have been many exciting changes to the Waco Substance Abuse Treatment Program (SATP)! These changes include:

- New arrivals –
  - o Dr. Lianna Evans
  - o Ms. Hiza Newby
  - o Dr. Lisa Cavanagh
- Extended/Evening hours
- New Intensive Outpatient Programming (IOP)
- “Forensic Wrap-Around” coverage
- Strong Practices programming: BRIGHT-CBT
- Service expansion into several residential/acute settings – Post Traumatic Stress Disorder Recovery Rehabilitation Program (PRRP), Serious Mental Illness Life Enhancement (SMILE),

and Acute Psychiatry

- Internship training rotation(s)

Waco SATP offers extended/evening hours on Monday and Tuesdays from 4:30-7:30pm, providing group/individual therapy sessions and a newly improved Intensive Outpatient Program (IOP), including Aftercare. We provide “Forensic Wrap-Around” coverage that allows Veterans who are forensically (i.e. legally)

involved to get specific case management to help meet court-mandated treatment requirements. Ms. Padmanabhan and Mr. Ritchie have obtained specialty training and supervision as certified providers of BRIGHT-CBT, Waco SATP’s latest evidence-supported therapy. Our support staff, Ms. King, provides valued support to SATP services across campus, including Acute Psychiatry/SMILE (with Ms. Newby); training of Pre-Doctoral Psychology Internship students (Dr. Offit); Opioid Replacement Therapy support (Dr. Cavanagh); and PRRP services (Dr. Evans). The Waco SATP staff is working to develop the best care practices for our valued customers – our Veterans. We look forward to your referrals!

**AUTHOR:** *Lianna D. Evans, PsyD; SATP Team Lead; MH&BM; Waco; to promote Waco SATP services and recognize new staff and program developments.*

## Mobility - GFE Distribution

***What happened to the Mobility Store?***

***Why are we changing?***

***How do I get what I need now?***

The concept of a staffed Mobility Store during business hours has been replaced by individually coordinated support. You will coordinate a time and Office of Information & Technology (OIT) will bring the service to you if you have the space and resources available or you can choose to meet at the new Government Furnished Equipment (GFE) Distribution Space in B204, room 1K47. The IT technician assigned to your ticket will schedule an appointment with you and together you decide which space will best serve your needs. GFE repairs are also done at an agreed upon date and time. The GFE Distribution Space in Temple is for also

personnel who do not have office space; such as staff from Community Based Outpatient Clinic (CBOCs), Home Based Primary Care (HBPC) staff, telework, etc.

OIT performed a survey of it’s customers asking for their preferences related to GFE.

We are changing our support model based on those responses. The majority showed a preference of having OIT come to them instead of the reverse. They also preferred coordinated appointments.

Remote users preferred the convenience of traveling to the closest location instead of Temple and we plan on expanding this process to Waco and Austin as soon as our IT staffing level is back to full force. A constantly staffed space was not an efficient way to use limited manpower resources and it didn’t meet our customers’ desires.

For new equipment, the person

being issued the equipment should enter CTX Hardware request by using Electronic Permission Access System (EPAS). Approvals are made electronically so your time isn’t wasted walking paperwork to multiple approving officials. The approved EPAS must be attached to a CA ticket. All requests (new, repair, or turn in) must have a CA service ticket entered. To have a ticket entered, CTX employees will contact an ADPAC and tenants will call the National Service Desk at 40444. The OIT technician will contact the requestor using the information on the ticket to schedule a date and time. Staff clearing the station should also have a ticket entered to turn in all GFE and a time and place will be coordinated.

OIT is changing the way you obtain GFE, have it serviced/repaired, and turned in.

# Going Red!

Team Austin Shows their Spirit on National Wear Red Day 2014







# Veteran Health Library

Your source for health information

The online Veterans Health Library (VHL) is up and running! This wonderful resource will provide valuable health information to Veterans, family members and VA clinicians. The library will help Veterans and their family members understand and self-manage their health problems, prepare for clinical encounters and communicate effectively with their VA health care team. This new tool is vitally important as we provide “personalized, proactive, and patient-driven” health care to America’s 5.8 million Veterans.

The VHL covers a wide range of health topics, many of those unique to Veterans’ needs and concerns. Topics such as posttraumatic stress disorder (PTSD), combat-related traumatic brain injury, Agent Orange, cold weather injury, and military sexual trauma are all available to both Veterans and their family members. The library will serve as a common reference point in conversations between patients and clinicians. In terms of health information, the library will be a one-stop destination.

## 8 About the Veterans Health Library (VHL)

VHL is a component of the Preventive Care Program sub-initiative, within the Secretary of Veterans Affairs New Models of Care Transformational Initiative. When launched to Veterans on May 28, 2013, the VHL will replace Healthwise on MyHealthVet. All VHL content has been reviewed and approved or edited by VHA clinical experts identified by VACO clinical program offices to ensure it is in accord with VA-DoD clinical practice guidelines and VHA policies. The library includes health sheets, videos, digital Go-to-Guides on living well, living with diseases and conditions, tests and treatments, mental health, rehabilitation, and medications, plus VHA-specific content on

Post-traumatic Stress Disorder, Agent Orange, Cold Injury, Combat-related TBI and exposure to environmental hazards, Healthy Living Messages, and more. All content meets VHA health literacy standards, 508 compliance, and the majority of the library is available in Spanish.

- VHL demonstrates your:
  - o Commitment to Veteran-centered health information because VHL:
    - Is Veteran-focused in content and design
    - Offers health information in a variety of formats so that Veterans and family members can select the format they prefer
    - Provides health information 24/7, whenever the Veteran or family member wants it
  - o Support for Patient-aligned Care Teams (PACT) by
    - Providing VHA clinical staff with health information that they can share with patients and family members in face-to-face, secure messaging, and telephone clinical encounters
    - You can trust the health information on VHL because all content has been vetted by VHA subject matter experts
- VHL content will be regularly reviewed and updated so that it stays current
- VHL is available through My HealthVet. You can also link directly at:  
<http://www.veteranshealthlibrary.org/>

## Quality Management RNs’ contribution to Improving Outcomes and Innovation

1. Colleen Bockhold co-authored a recent publication in the 2014 Nursing Critical Care Journal entitled “Improving Outcomes for Pulmonary Hypertension”. This publication highlights signs and symptoms

that nurses should know regarding pulmonary hypertension to provide optimum patient care.

2. With more than 1,400 ideas submitted in Phase 2 of the 2013 VA

Employee Innovation Competition. Sherron Crumpler’s idea regarding “Early identification & treatment of sepsis and septic shock” was selected as one of the most valuable submissions.



# Austin OPC Heart Healthy Event 2014



# Preparing For A disaster

10 Once upon a time it was discovered that the Cavalry would not ride in to save the day in Central Texas in the event of a disaster. Seeing the store shelves laid bare and fights erupting in the aisles, confirmed that we needed to pre-stock emergency supplies so we would not be part of this reign of terror. (And this was just because a ice storm might hit us). A preparedness group was formed amongst fellow employees and neighbors to learn how and what to prepare for.

By learning what our Grandparents and their parents had done during the depression and other hard times in history, we have become more proficient at stocking our pantries and ensuring the safety and security of our loved ones, remain as the priority. Classes on Canning meats, fruits, and vegetables are done on a grand scale to fill our larders when items are at their peak freshness and available cheaply. Lists are compiled on which important items in priority should be stocked. First Aid training, animal husbandry, and pioneer skills are taught at our monthly meetups.

No one person can know everything, but together we share our knowledge and skills.

We practice preparing for the types of emergencies that could affect Central Texas. Such as tornadoes, ice storms, loss of electricity, natural Fires, hazardous spills, and water contamina-



tion. Not too many earthquakes or tsunamis in Central Texas.

Through education we try to reach out to the community and show them by taking small steps in preparedness, and you too can be better prepared for your family needs without breaking the bank. At a recent meetup at a national sporting goods store, we were able to pass out informational literature, emergency water packets, and display sample items that would come in handy during a disaster. It was well received and a lot of people took the information with plans on creating their own emergency supplies at home.

The question most heavily on your mind should be:

1. Emergency water on-hand?
2. Emergency food on-hand?
3. Emergency shelter available?
4. Solar, Wind, Generator on-hand?
5. Alternative cooling/heating methods for when the electricity is out?
6. Means of protecting your family and stored items?
7. Emergency Medicine on-hand?
8. Gasoline/Propane storage?
9. Items for children/babies needs?
10. Cash/Barter items on-hand?