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The Desert Sun is a bi-monthly publication for the staff and volunteers of the Carl T. Hayden VA Medical Center.

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50-year-old war photo brings back vivid memories for local Korean War veteran.

David A. Hurley, Library Technician

Imagine seeing a 50 year old picture of yourself on a bulletin board during a routine visit to see your doctor. For Carl T. Hayden VA Medical Center patient Earl Colbey it seems to be par for the course. You see, as a Korean War POW and Purple Heart recipient, this isn't the first time Earl has seen himself in print. War time pictures of Earl have been featured in a number of publications including local newspapers, the Encyclopedia Americana, Life Magazine, and a book titled "This Kind of War".

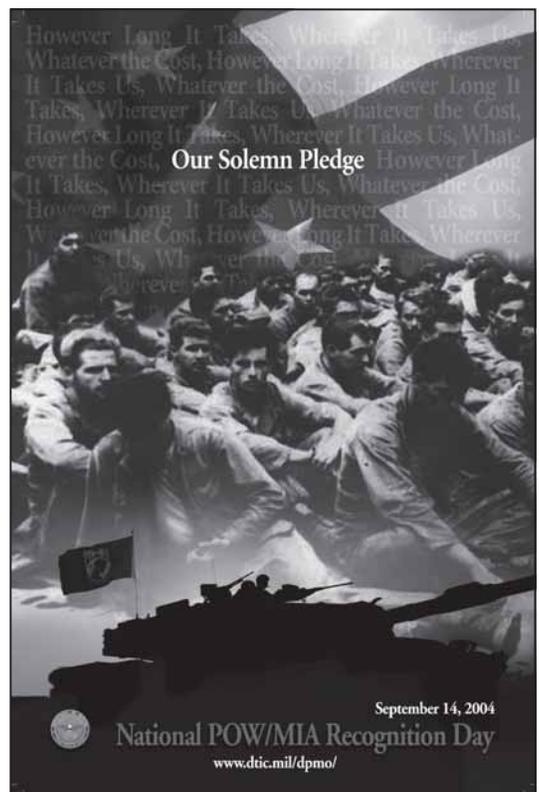
Posted around our medical center recently commemorating National POW/MIA Recognition Day, September 14, 2004, was a flyer which showed seated troops being held captive. A United States flag background and a silhouetted tank in the foreground flying the familiar black POW/MIA flag, Earl is seen seated on the left among fellow Task Force Smith POWs in Pusan, Korea. Earl was held captive from July 6, 1950 until August 23, 1953. He spent the first 16 months with the merciless North Korean army who later released him to the Chinese Government. During those months with the Koreans Earl's family did not know if he were dead or alive, although he found out later they had refused to give up hope.

The POWs who survived the Korean torture are know as the Tiger Survivors, named after a cruel Civil Policeman who earned the nickname through his brutality and inhumanity. The Tiger had lead them on a 10 day death march during which the U.S. service members were beaten, tortured and murdered. For years after being released Earl

continued to experience this in his sleep, floating above the death march looking down upon himself and the others. Earl was a robust 198 pounds when captured but weighed only 118lbs when he was turned over to the Chinese.

Although happy to have survived the horror of war the homecoming was unlike that of returning solders from Europe just a decade earlier. There were no ticker-tape parades for the veterans of the "Forgotten War". Back home in Texarkana, TX, Earl found adjusting to civilian life difficult, constantly searching for "something", often finding only barroom brawls. That is until he met his wife, Ruth. Earl found peace and comfort in Ruth's church and settled down to raise a family. After settling in Colorado due to Earl's asthma he retired from pipefitting in 1982.

Even though Earl and Ruth have only permanently relocated to Phoenix just last December, he's been coming to this VA for treat-



ment about 5 or 6 years. Earl credits President Ronald Regan for giving proper attention and recognition to former POWs during his administration by ordering POW protocol be reevaluated.

The poster featuring Earl can be seen on the internet at <http://www.dtic.mil/dpmo/powday/index.htm>. If you'd like to learn more about Tiger Survivors visit their web-site at <http://www.tigersurvivors.org>.

What is a Hospitalist? By: Dr. Michael Garrett

As the name implies, a hospitalist is a specialist in the evaluation and management of patients in the hospital. Traditionally, specialists in internal medicine or internists (not interns) followed their patients in office or clinic, and continued to be responsible for their patients when hospitalization was needed. However, with the increasing complexity and expense of modern medicine, "part-time" doctors in the hospital were not up to the job. First, they often weren't available when urgent medical attention was necessary. Second, physicians who spend all day in the hospital know better than part-timers how to make the system work efficiently e.g. a specific person to call for an urgent test, a specific process to facilitate discharge for a complicated placement problem, etc. Finally, physicians who spend their days dealing with complicated medical illnesses naturally get better at what they do. They are not better doctors than internists who see only

outpatients. It is just that their knowledge is focused in a different direction.

At our VA, one hospitalist functions as the attending physician for each of our six medical ward teams. The other team members are a medical resident, in his second or third year out of medical school, two medical interns, in their first year out of medical school, and a medical student. Every patient on a medical ward here is assigned to one of these teams. The hospitalist makes daily teaching rounds with his team, using specific patient examples to educate the team on different medical topics. The hospitalist personally visits and charts on all his team's patients daily. The hospitalist is immediately available to the team to assist with urgent care evaluation, to review an abnormal physical exam finding, to help with work-up and medication decisions, etc. One hospitalist is here all day weekends and holidays to help evaluate all the previous night's admissions and to deal with

other weekend problems. Finally, the hospitalists perform medical consultations on Surgery and Psychiatry patients, and they evaluate all new admission to Orthopedics and Podiatry to assist in managing their associated medical problems, like diabetes and hypertension.



Hospitalist Dr. Neera Agrwal examines a patient while in the hospital.

In summary, hospitalists are internists who have decided to specialize in the care of hospitalized patients. This specialized care result in a slightly shorter length of hospital stay, and thus significant cost savings. The hospitalist movement is gathering increasing steam across the country. Most major hospitals in metropolitan areas are converting to a hospitalist system. This process is well underway in almost all of the large Phoenix hospitals you know.

We believe our hospitalists are making significant contributions to better teaching of our students, interns, and residents, and to better patient care, and that these contributions are associated with both increased patient satisfaction and cost savings.

Carl T. Hayden VAMC Employee of the Month

August 2004



Manuel Ybanez,
Nutrition, Hospitality, and Food
Service Department

How did it feel to be selected as Employee of the Month?

“Oh, you know, it really felt great. I wasn't expecting to be employee of the month, but it really feels good. A big, unexpected surprise, but a good one.”

“You know, it's really not about me (being employee of the month), but about what I can do to help people here. That's what's important.”



September 2004



Chris Stang,
Informatics Services

What does it mean to you to have been selected as Employee of the Month?

“I have to say, this is a real honor! I'm already lucky enough to work with such great people, and this is such an extra bonus to be the recipient of this award. I am so thankful to the people who nominated me and I'm really grateful for all the encouragement and support I receive from everybody here at the VA. This is a great place to work, with a lot of amazing people, and I feel very fortunate to have been chosen employee of the month!”

Interested service/department chairs and assistant administrators can nominate an employee by writing a Nomination for Employee of the Month memorandum and submitting it to the Chairperson, Employee Relations Committee (002) by the second Wednesday of the month. All recommendations for Employee of the Month should be based on the VHA core values: Trust, Respect, Excellence, Commitment, Compassion. Employees of the Month receive \$150, a "star" pin, a parking spot for the month, and a Values Shine Certificate. Please see Policy Memorandum No. 05-24, Employee Awards and Recognition, for more guidance.



Tony Sutton

In this issue we share more Role Model and Leaving A Legacy campaigns to help highlight outstanding employees. With our Role Model Campaign we hope to select people each issue that have proven that they are competent professionals in their career. In fact they have proven themselves so much so that they stand out as "role models" for others to follow. This month our selectee is Tony Sutton of the Information Resource Management Department. The following questions, based on VA's High Performance Development Model, were posed to Tony and he answered accordingly. Our congratulations go to Tony Sutton for his selection as this issue's Role Model Campaign Employee.

Personal Mastery and Technical Skills

■ **How did you find or make time to develop your professional and technical competency to help you climb the "corporate ladder"?**

I got my start in IRM through an Upward Mobility program at the VA Medical Center in Ann Arbor, MI. While I gained knowledge and experience through full-time on the job training, I also attended college part-time majoring in Computer Information Systems, which I eventually received my bachelor's degree in.

■ **Can you please describe the steps you took when you developed your personal succession plan?**

Getting into IRM through the Upward Mobility program was my first step. I then enrolled in college and also made a personal investment in computer equipment and time so that I could learn and understand computer networking. All these components helped me to achieve the goals that I had set early on.

Interpersonal Effectiveness

■ **What special things did you do when dealing with others to ensure your team succeeded?**

Being patient and listening. I try to make sure that each team member has an input and use that input to collectively come up with solutions. It is very important to keep the lines of communication open. What we do here would be impossible if we didn't have good communication skills.

■ **How do you promote harmony and establish effective working relationships with others?**

I try to keep a positive attitude and make myself available to all. I try to treat all of my counterparts and customer with a high degree of respect. Computers can be very intimidating to people so I try to assist our users as much as I can so they can become more comfortable utilizing them.

Customer Service

■ **Which personal values do you feel help you provide excellent customer service to your employees and others?**

I feel that being honest and respectful of others promotes good customer service. Patience is also a key virtue.

Flexibility and Adaptability

■ **How do you stay flexible and adapt to requests that have been made of you?**

I try to manage my time so that I can deal with issues that come up quickly. This isn't always easy since this is a constantly changing field so it comes with the territory. It would be hard to survive in this line of work if you weren't flexible. Being able to manage your time well is key.

Creative Thinking

■ **How do you create and develop ideas that improve your work environment?**

I try to put the knowledge that I have acquired through classes, publications, and life learning experiences to work.

■ **How do you stimulate others to initiate fresh ideas?**

When a team member does a good job, I let them know it. People really respond well to encouragement and giving credit where credit is due. Letting them know what a good job they are doing stimulates them to do more.

Systems Thinking

■ **How do you integrate your personal commitment into your work environment?**

I have always been willing to give 100%. I do the best job I possibly can.

■ **What's your motto for overcoming organizational obstacles and improving processes?**

Cool heads prevail.

Organizational Stewardship

■ **How do you encourage organizational accountability and develop a sense of belonging for both yourself and/or your staff?**

Each person's contributions to the mission of the organization are very important and valuable. Recognizing that is very important in making everyone feel a part of the team.



HEY—Mountain Dew *By Elissa Thompson, Public Affairs Intern*

There's no horsing around when it comes to the ability of this animal to bring smiles to people's faces. Just ask veterans and employees in the Nursing Home Care Unit who visited with Mountain Dew, a miniature horse, on Friday, September 10th.

Recreational therapist, Brenda Walker, works in the NHCU and provides pet therapy for veterans.

"Pet therapy, like the therapy that Mountain Dew provides, is important for our patients. Research has shown that close interaction with pets is soothing for the patient and can help to reduce blood pressure," Walker said.

Mountain Dew has been visiting with medical center veterans for

about 5 years now. For many of the patients Mountain Dew's visit allows them to remember back to days spent on the farm and riding horses.

"We have a lot of farmers, ranchers, and older adults who used horses and they reminisce about the importance of horses in their lives. It always surprises and pleases them when they find out that Mountain Dew is coming to visit," said Walker.

Wondering what the difference is between a miniature horse and a normal horse? It's the height! A miniature horse is 34 inches at the withers, or from the last hair of the mane to the ground, whereas normal horses are about 60 inches tall. The smaller size of the miniature horse makes it easier to bring Mountain

Dew into the hospital to participate in the pet therapy program.

Although they are smaller than the normal horse, miniature horses are not ponies. Miniature horses are products of a selective breeding process from the larger horses and are intended to be the "perfect" horse in terms of size and temper. Miniature horses are also considered to be more pleasant and to have a better tem-



perament than normal horses, which is why Mountain Dew is a great form of pet therapy for our veterans.

VA Pharmacy Residents Shine Bright at a Regional Conference

By Deborah Celaya, CPhT

The Carl T. Hayden VA Medical Center was well represented at the annual western states residency conference located at the asilomar conference center in pacific grove, california this may. Each of our residents from the two clinical pharmacy residency programs (pharmacy practice and primary care specialty) formally presented the results of their research projects at this professional meeting. In addition, the projects were presented in poster format at the arizona society of health-systems pharmacist/arizona pharmacy association annual joint meeting this june in scottsdale, arizona.

Congratulations to this year's residency class and their project

preceptors for their innovative research, successful presentations, as well as their continued commitment to further optimize patient care. The success of our residents is a great example of the synergistic results that are possible when team members support one another. We are proud of our residents and our pharmacy residency program.

Presentations:

A retrospective evaluation of clinical pharmacists medication reviews for home based primary care patients.

Ryan Davis, Charley Hepfinger, Karen Sauer, and Michelle Wilhardt, Primary Care Residency.

Evaluation of the relationship between renal function and adverse outcomes of Alendronate therapy in male veterans.

Cathy Nguyen, Sona Sahni, Karen Sauer and Michelle Wilhardt, Pharmacy Practice Residency.

An evaluation of a computerized reminder for Amiodarone monitoring at a veterans affairs medical center.

Yen Tran, Christopher Taylor, Karen Sauer and Michelle Wilhardt, Pharmacy Practice Residency.

A retrospective evaluation of glycemc control with insulin glargine compared to nph in patients with type 1 and 2 diabetes.

Brian Seifert, Teresa Duhancik, Lynda Proctor, Karen Sauer and Michelle Wilhardt, Pharmacy Practice Residency.

A retrospective review of patients converted to salmeterol/fluticasone diskus and the impact on safety and efficacy.

Judy Bodor, Jennifer Retterer, Karen Sauer and Michelle Wilhardt, Primary Care Residency.

A retrospective review of anemia management practice patterns in a va oncology setting.

Robert Adams, Tracey Hage, Karen Sauer, and Michelle Wilhardt, Primary Care Residency.nyc.

9th Annual Veterans Charity Golf Classic

By the Voluntary Department Staff

The 9th Annual Veterans Charity Golf Classic was held at the McCormick Ranch Golf Club on Saturday September 11, 2004. There were approximately 116 golfers in attendance and this year the Prescott VA returned the Director's Traveling Trophy locally to the Russ George Insurance Agency. This automatically allows the Russ George Insurance Agency the right to defend the title at next year's event.

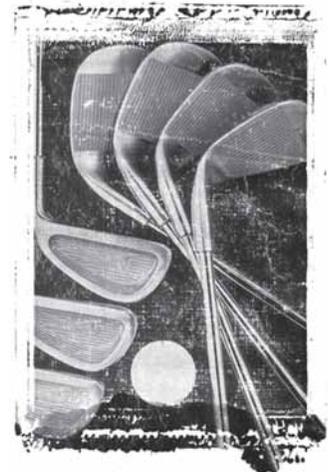
On Friday night, Sept. 10th, golfers, guests and volunteers joined together at the Radisson Hotel and

Spa to memorialize the men and women of our local Valley Police and Fire Departments. Mayor Mary Manross of Scottsdale, Phoenix Fire Captain Manuel Rangel and Master of Ceremonies W. Stephen Martin were in attendance along with the Mesa Fire Department Honor Guard and Bagpiper. Also joining them on the stage were our own Medical Center Director Mr. John Fears and Chaplain Michael West. The local group "Snake-Eyes" provided the live entertainment where everyone enjoyed dancing and singing to "golden oldies" music

while enjoying the food and fun. People in attendance were allowed to bid on a myriad of silent auction items that were given away at the conclusion of the golf tournament.

Upon the completion of the two-day event, approximately \$10,000.00 was raised to help support our various veterans programs that are not funded by Congress.

The 10th Annual Veterans Charity Golf Classic is tentatively scheduled for October 21st, 2005 at the Pointe at South Mountain.



Combined Federal Campaign Kickoff

By Kristine Reilly

The 2004-2005 Combined Federal Campaign (CFC) at the medical center will medical center officially began on September 19, 2004 and will run through October 30, 2004. Medical Center Director John Fears has appointed Rafael Martinez, Human Resources Officer, and Richard Katz, Ph.D., Chair, Audiology and Speech Pathology Department, as Chair and Co-Chair, respectively, of this year's campaign. Mr. Martinez was Co-Chair for last year's campaign, which set a record of over \$100,000 in pledges.

For the campaign, key workers will be selected from within each organization to present the opportu-

nities for giving to the CFC. Training for these key workers will be held on September 14, 2004. A CFC Agency Fair will be held on September 27, 2004. The medical center's goal for this year's campaign is \$111,000. Glynda Lynch, Rural Carrier at the Temple South Station Post Office, has been se-

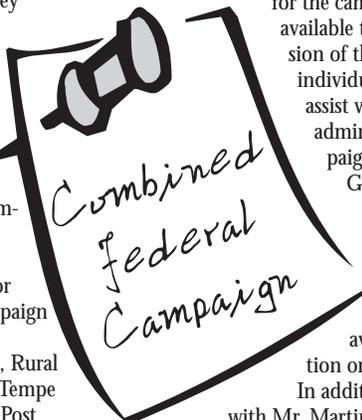
lected as the Loaned Executive for the campaign. She is available to explain the mission of the campaign to individual groups and to assist with the overall administration of campaign activities. Carol Gray of Mental Health & Behavioral Sciences Services was the Loaned Executive last year and is available for consultation on this campaign.

In addition to consultations with Mr. Martinez and Dr. Katz, the CFC website is available at

www.opm.gov/cfc.

It is important for all of us to realize that on average, one in four Federal employees or their dependents will benefit from CFC charities this year. As in the past, donors may designate which charity or charities will be the beneficiary of their donations by filling out a pledge card.

Let's get behind this campaign and make it another record year for charitable giving at Carl T. Hayden VA Medical Center!



Why it is important to recognize the anniversary of 9/11/01:

An important day so we as citizens, we "Never Forget" this tragedy.

A moment of silence was respectful to the mothers, fathers, husbands, wives, sons, daughters, brothers, sisters, aunts and uncles, friends and neighbors that were taken away that day. It is important to gather and acknowledge the spirit of unity and strength to pay tribute to the list of the innocent victims.

Why it is important for me:

On that day, the World changed for all...for a dear family member of mine and many family friends in the New York Fire Department.

To "celebrate" the anniversary of a person who lost his life on the 91st floor, Tower Two, while trying to rescue others in the World Trade Center, the display with the list of victims, graphics and articles of the tragic day, and a single rose was just a small token of respect but it was to reflect and convey that we should honor life...

Remember to always say what you mean, Reach out and tell someone what they mean to you..Because when you decide that it is the right time, it might be too late...Seize the day...

Kathleen Donlon

Patriot Day 9/11 Ceremony



Women Veterans Program held at Medical Center

On Friday September 17th, the Carl T. Hayden VA Medical Center held a Women Veterans Program. Featured speakers included Brigadier General Wilma Vaught, who spoke about leadership and serves as President of the Board of



Brigadier General Wilma Vaught

Director's of the Women In Military Service Memorial, Women Veterans Program Manager Jean Cooper R.N. who shared highlights of the Women Veterans Program and Dr. Robert Halligan Jr. who provided excellent advice on Women's Health Care. The forum was

hosted by the Accessing Care of Vulnerable Elders program supported by Pfizer Pharmaceuticals. More than 200 women veterans attended the program.



Dynamic Duo — Women's Equality Day Carol Gray, FWP Manger.

On August 26th Women's Equality Day was celebrated at our medical center with a rousing presentation by two of the highest-ranking women in the western area representing both VHA and VBA. Women's Equality day recognizes the passing of the 19th amendment, which gave women the right to vote, but also the outstanding contributions women have made throughout history. The Federal Women's Program Committee hosted the event which was well received by over 150 employees.

In line with the Federal Women's Committee mission to encourage career development, Patricia McKlem, VISN 18 Network Direc-

tor and Paula Rubens, VBA Western Area Office Director shared their views on how to be successful. McKlem, who at one time was the Phoenix Medical Center Director, shared a little of how she came to be successful. McKlem is a firm believer in enjoying life and stresses to "take pleasure in small things and have fun. Laughing at work is important". Enjoying where you are will also increase your chances for success. The theory behind McKlem's statement "is that we should enjoy our job, at that moment, not matter



Patricia McKlem

what that job may be".

McKlem also stressed that paying attention to opportunities is a great career booster. If possible, take chance and do something different and you will learn something new that might lead you to another opportunity.

Rubens travels much of her time to provide leadership to the Western Area VA Regional Offices sometimes traveling as far as the VAMC in the Philippines. Rubens parents were very supportive and told her as a child she could be whatever she wanted to be so she has always



Paula Rubens

strived to be successful. One of Ms. Rubens tips for success is "to be open to being mobile and traveling from opportunity to opportunity". Yes, it is sometimes difficult, but remember your moving to your next step of success and can open up great opportunities. Rubens, who loves a challenge, enjoys being able to open the doors of opportunity for other women. If she had to stress one thing, Rubens would emphasize be willing to take chances. Although you may run into a situation you don't have all the answers, it easy to ask questions and learn at the same time.

Emergency Fire Preparedness

If an fire broke out today, would you know what to do? Are you able to react quickly and appropriately? In a fire emergency, a minute's delay here or there can literally mean the difference between life and death.

The Joint Commission standards for fire prevention based on National Fire Protection Agency (NFPA) 99 and 101 and life safety management are designed to encourage the development of a fire-safe environment in and around a health care facility so that patients can receive quality care. These standards help ensure life safety for all patients, personnel, and visitors and, as much as possible, protection from fire and the products of combustion.

Take a few minutes to review your fire response procedures with your fellow employees and family members. You're never too young, too old or too wise, to learn how to save your life or the life of someone else from fire.

CARL T. HAYDEN VAMC EMERGENCY FIRE PREPAREDNESS PROCEDURES

R.A.C.E

Rescue people from disaster area
Alarm..... by pulling the pull
Contain/Control . close doors in the area

Extinguish/Evacuate . if possible, use fire extinguisher

P.A.S.S.

Pull the pin
Aim the nozzle at base of fire
Squeeze the trigger
Sweep from side to side

In Addition

- Report the fire. Use telephone ext. 222 (outlying sites call 9-911)
- Direct patients and visitors back to their rooms
- Clear hallways of equipment
- Close all doors and windows

Evacuation Procedure

- DO NOT use elevators
- Evacuate horizontally to area beyond the smoke barrier doors
- Have one person check the evacuation route
- Conduct a "Final Sweep" of the area and account for all patients
- If possible, take patient charts



Emergency Code

- Code 1000 FIRE

VA Police Services

- Emergency – call 222
- Direct Ext. 6420

For additional Information contact **Michael Sheltrown Safety Specialist** at x 7107

2004 VA Medical Center's Veterans Day Parade



REMEMBERING THEIR SACRIFICE

The Veterans Day Parade will be held on Thursday, November 11, 2004, at 11:00 a.m. Southbound on Central Avenue from Indian School to McDowell Road.

Construction Notice:

As of Wednesday, August 25, the Cardiac Cath Lab will be in a mobile unit by SPD while equipment gets replaced in the current lab. The Cath Lab will still be in use, but will remain in the mobile until approximately January 1, 2005 or until all equipment replacements have been made. Construction will also be taking place around the Cath Lab in order to improve the entrance by the morgue and oxygen dock. The steel ramp will still be accessible, however, a new handicap accessible concrete ramp will be laid



beside it that will allow for greater accessibility into the lab. The construction will consist of two parts: building a new concrete ramp beside the steel ramp and then replacing the steel ramp with a concrete ramp. The construction project also began Wednesday, August 25, and is estimated to take three to four weeks to complete. During this time the entrance will still be usable but use caution when entering and exiting the lab.

PR Providers

Recognizing that good public relations is generated by all employees, Public Affairs Officer Paula Pedene, APR likes to recognize those who assist in public relations endeavors. These PR Providers are given a small token of appreciation for their efforts.

- Special thanks to Julie Efron, Brenda Walker, Brian Selleck, Karen Walenga and Voluntary Department for their assistance with the Soldier Ride reception.
- To Lisa Warner and Sharon Trutenko for their assistance with some operating room photographs.
- To Meline Iglesias, Liz Metcalf and Stan Skorniak for their assistance on a story involving the NWVAEC.
- To Dr. Jim Felicetta for his assistance with a research story and to Dr. Neera Agrwal for her assistance with photography regarding the hospitalist story.

Thank you all for being PR providers.