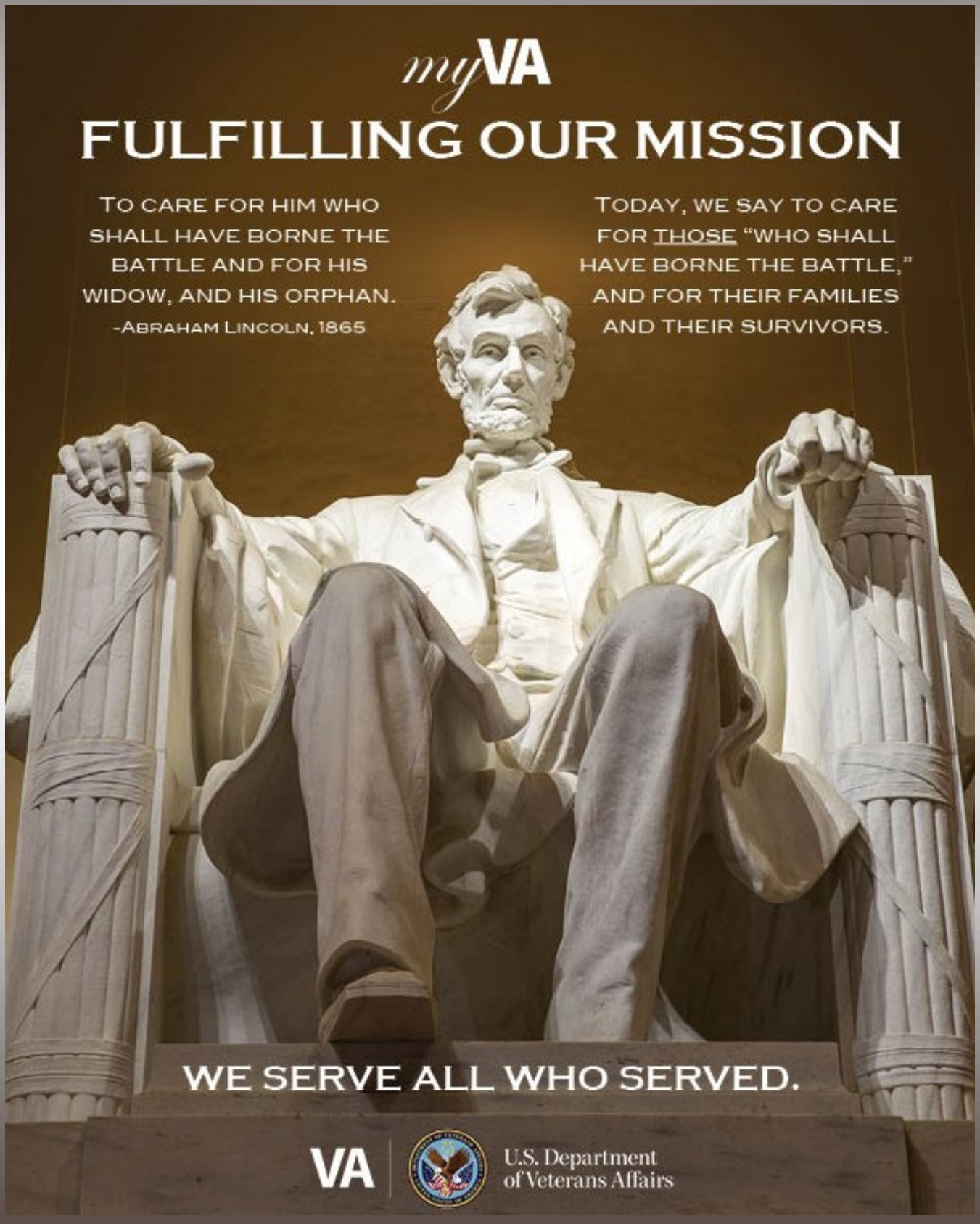
# Veterans Gazette

**The Quarterly Newsletter for Veterans and Visitors**
**Fall 2016**



# Message from the Director

*Greetings Veterans and Visitors:*

*We have successfully wrapped up another Fiscal Year at our VA and Community Based Outpatient Clinics, and I could not be more thankful for the hard work and commitment of our VA staff.*

*We have completed a host of performance improvement projects, had a number of successful surveys and visits to ensure we are following processes and procedures supporting safety, quality of care, and other operations, and have engaged in over 110 community activities to continue our quest of enhancing business and health-related partnerships to improve Veteran care and services.*

*You will find a number of topics within this newsletter to keep you engaged and more informed about your VA. We hope you will find the information beneficial.*

*Thank you for your service and for allowing us to provide you care. We look forward to another great year here in Saginaw and at our Community Based Outpatient Clinics in Alpena, Bad Axe, Cadillac, Cheboygan County, Clare, Gaylord, Grayling, Oscoda, and Traverse City. We hope you will think so too!*

*-Dr. Ginny Creasman*
*Medical Center Director*

I CARE
DEPARTMENT OF VETERANS AFFAIRS

**Integrity**
**Commitment**
**Advocacy**
**Respect**
**Excellence**

VA | U.S. Department of Veterans Affairs

# A Year In Review

- We welcomed 6,422 new Veterans who enrolled for VA health care from October 2015 through September 2016.
- We cared for a total of 35,433 Veterans, with 1,808 being women.
- We completed 430,408 outpatient visits.
- We had 472 admissions to our Acute Care/Telemetry Unit and 570 admissions to Community Living Center.
- We moved the Oscoda Community Based Outpatient Clinic to a new, larger clinic space at the same address.
- We opened an additional site for VA Care in Traverse City, the Grand Traverse Clinic on Munson Avenue, which provides Mental Health and Physical Therapy.
- We are continuing construction on our Community Living Center Parking Lot and east driveway at the VA Medical Center.
- Our Medical Center was awarded the "Most Wired" hospital for the 6th consecutive Year.
- We are rated a 5-Star Facility for the SAIL (Strategic Analytics for Improvement and Learning), which scores our VA on a number of quality measures.
- We were awarded Leader status for LGBT Healthcare Equality Status.
- Several Veterans competed in Detroit Golden Age Games and brought home many medals.

And much more...

STRIVING FOR EXCELLENCE

# Special Events and Recognition



We had the honor of hosting the Annual POW*MIA Day Ceremony on September 16, 2016

Several VA staff presented on the many improvements and benefits of engaging in Relationship Based Care.

A special visit by the infamous Bald Eagle "Challenger" occurred at our VAMC on September 22, 2016.

# Program Highlights



## Advanced Low Vision Clinic

The Advanced Low Vision Clinic can help Veterans by providing the following services:

- ⇒ Visually Impaired Service Team
- ⇒ Low Vision Optometry Evaluations
- ⇒ Orientation and Mobility Training
- ⇒ Vision Rehabilitation Therapy

## Parking Lot Shuttle

Any Veteran or visitor needing a ride from the parking lot shuttle may call 989-497-2500, Extension 13134.

## MOVE!

MOVE! is a comprehensive weight management program for Veterans. The program is designed to help Veterans make positive lifestyle changes to take control of their weight and health.

Talk with your health care provider today to learn more!

## Patient Advocates

We now have two Patient Advocates. We hope by having two staff assisting Veterans, you will see an improvement in responses to your issues or concerns.

The Patient Advocates' Office is located on the first floor of the VA near the lobby. The phone number is (989) 497-2500

Extension 13012

Dr. Creasman is Vaccinated, are you???

## Influenza Season:

Please get your flu shot and protect yourself and others around you. Flu vaccines are available at any of our VA locations. Veterans may also take their VA I.D. Card to Walgreens for a flu shot.

Several VA staff are helping us vaccinate Veterans and staff against the flu. Thank you to all who are helping out!!!

Congratulations to Linda Demeere, LPN in Traverse City, for receiving the Patient Safety Great Catch Award.

Staff at the Cheboygan Community Based Outpatient Clinic Engage in 22 Push Up Challenge for Veteran Suicide Awareness

Congratulations to Kalya Houghteling, Pharmacist, for receiving the Patient Safety Great Catch Award, and also to Meagen Kazmierski (not pictured) who identified the concern.

VA Staff Accompany MOVE! Veterans on Labor Day Mackinac Bridge Walk

From Left: Veteran David Mogg, Mitzi Metzler, RD from Iron Mountain VAMC and former RD at our VAMC, Sonya Mack RD at our VAMC, Veterans David Malenfant

# Employee Recognition

Employee of the Month August 2016

Amy Fitzpatrick, Social Worker, Alpena Community Based Outpatient Clinic

Employee of the Month September 2016
Nicholas Fischer III,

Facilities Management Service

Employee of the Month October 2016
Kerry Thompson,

Nutrition and Environmental Service

Amanda Pearson, RN, Community Living Center, is our most recent recipient of the Secretary of Veterans Affairs Hands and Heart Award.

# Special Program Contacts



**Suicide Prevention Coordinator**
989-497-2500, extension 11778

**Former Prisoner of War Advocate**
989-497-2500, extension 11798

**Military Sexual Trauma Coordinator**
989-497-2500, extension 15713

**Multiple Sclerosis Coordinator**
989-497-2500, extension 11440

**Seamless Transition**
989-497-2500, extension 11794

**Spinal Cord Injury Coordinator**
989-497-2500, extension 11783

**VA Caregiver Support Coordinator**
989-497-2500, extension 11953

**Veterans Justice Outreach Coordinators**
989-497-2500, extension 11916 or extension 11694

**Women Veterans Coordinator**
989-497-2500, extension 11560

Veterans Crisis Line

1-800-273-8255
PRESS 1

CMYK

***PTSD Awareness***

***Learn, Connect, and Share***

***Visit***

***www.ptsd.va.gov***

**Saginaw VET Center**

**Readjustment Counseling Services**

**5360 Hampton Place**

**Saginaw**

**(989) 321-4650**

# Community Based Outpatient Clinics

**Clement C. VanWagoner**
Department of Veterans Affairs
Community Based Outpatient Clinic
180 North State Avenue
Alpena, Michigan 49707

**Bad Axe Veterans Affairs**
Community Based Outpatient Clinic
1142 S. Van Dyke Road
Bad Axe, MI 48413

**Cadillac Veterans Affairs**
Community Based Outpatient Clinic
1909 N. Mitchell Street
Cadillac, MI, 49601

**Cheboygan County**
Community Based Outpatient Clinic
14540 Mackinaw Highway
Mackinaw City, MI 49701

**Clare Veterans Affairs**
Community Based Outpatient Clinic
11775 N. Isabella
Clare, MI 48617

**Gaylord Veterans Affairs**
Community Based Outpatient Clinic
806 S. Otsego
Gaylord, Michigan 49735

## Community Based Outpatient Clinics

**Grayling Veterans Affairs**
Community Based Outpatient Clinic
1680 Hartwick Pines Road
Grayling, Michigan 49738

**Oscoda Veterans Affairs**
Community Based Outpatient Clinic
5671 Skeel Avenue, Suite 4
Oscoda, Michigan 48750

**Traverse City Veterans Affairs**
Community Based Outpatient Clinic
3271 Racquet Club Drive
Traverse City, Michigan 49684

**Grand Traverse VA Clinic**
Mental Health and Physical Therapy
880 Munson Avenue
Traverse City, Michigan 49686

**Veterans Affairs Healthcare Annex**
4241 Barnard Street
Saginaw, MI 48603

**Aleda E. Lutz VA Medical Center**
**1500 Weiss Street**
**Saginaw, MI 48602**
**1-800-406-5143**
**Call Center—Extension 11230**
**Tele-Nurse—Extension 11240**

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MyHealtheVet:
www.myhealth.va.gov