

Department of Veterans Affairs
News at VISN 11, Newsletter
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Cover Photo: National Veteran Small Business Conference and Expo, Detroit, Michigan

A quarterly publication for VA employees of VISN 11.



Graphic - Veterans Integrated Service Network (VISN) 11 Logo

One-Stop Networking Opportunities for Veterans

On June 26 all eyes turned to the City of Detroit, the Department of Veterans Affairs and VISN 11 as the doors opened to Cobo Center in what was the first of its kind VA sponsored event aimed at providing one-stop networking opportunities to Veterans, Veteran-owned small businesses, employers and government agencies. The **National Veteran Small Business Conference and Expo** involved three main components: the *Small Business Conference and Expo*, the *Veteran Open House*, and the *VA for Vets Veteran Hiring Fair*. Nearly 10,000 participants converged at Cobo Center to connect with procurement decision makers, learn about Veterans Health Administration services, and interview for job opportunities with the VA for Vets Veteran Hiring Fair.

The VISN 11 team was represented by 600 volunteers from all facilities in VISN 11 as well as VISNs 2, 10, and 12, and the Veterans Benefits Administration. The VISN team focused on the Veteran Open House which featured benefits and services available for Veterans. The open house spanned three days and included many resources to enroll Veterans in healthcare benefits as well as offer Veterans and their families assistance in eligibility, registration, and a number of other areas. Booths showcased the multiple virtual care modalities available to Veterans to include Telehealth, MyHealthVet, and patient-to-provider secure messaging. Veterans were also provided on-site exams and a plethora of information on other benefits and services accessible to eligible Veterans, families, and survivors, including education benefits, home loans, and burial benefits.

The VA for Vets Veteran Hiring Fair was the first of its kind at the annual conference which operated concurrently with the Small Business Conference and Expo. Thousands of nationwide career opportunities were available to Veterans seeking jobs. The fair brought together federal and private industry hiring managers, job coaches, and human resource professionals to provide Veterans with everything from job search skills and career counseling, to resume writing workshops, interview coaching, and on-the-spot job interviews. Exhibitors and sponsors of the National Veteran Small Business Conference also brought jobs for fellow Veterans by registering as a hiring employer before the event.

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Homelessness to Employment – VA for Vets Veteran Hiring Fair

James Marfield, a VHA national recruiter, engaged an Army First Sergeant working at a nearby booth, and discovered that despite the Veteran's considerable qualifications and certifications (and over 18 months of applying), he had been unsuccessful in finding a job within VA. Since there was no one available to interview the Veteran, Kenneth Mitchell called upon his local contacts to help – Randy Ritter, associate director, and Scott Lodge, human resource officer, from VA Ann Arbor Healthcare System. They then interviewed the Veteran via the telephone and made the selection and offer immediately. The Veteran later returned to the Workforce Committee Open House Booth and broke down explaining that he had recently been homeless – living out of his truck and showering at a local gym. He told a story of continual professional career development and progression in austere conditions, and his touching story of perseverance moved many Senior Executives and seasoned recruiters.

Facility News featuring Northern Indiana and Indianapolis

MRI Now Available at Fort Wayne Campus

VA Northern Indiana Health Care System (VANIHCS) is now offering Magnetic Resonance Imaging (MRI) services. This is the result of over three years of work by Ann Amruso, imaging supervisor. The MRI is a noninvasive computerized analysis tool to assist with the diagnosis and treatment of many diseases or damages to soft tissue of the body. Previously, VANIHCS sent Veterans to community hospitals for these tests.

The MRI alone cost \$1,500,000 and the overall project was \$2.4 million, including construction and installation. This is the first time VANIHCS has requested this type of expense through the Capital Improvements Process. VANIHCS is the first small facility to gain approval for the use of an MRI machine for its patients.

It is projected that 2,500 patients will use the VANIHCS MRI tool in the first year.

Yoga Classes May Improve Stroke Survivors Motor Function and Balance at the Indianapolis VAMC

“For people with chronic stroke, something like yoga in a group environment is cost effective and appears to improve motor function and balance,” said Arlene Schmid, Ph.D., O.T.R., lead researcher and a rehabilitation research scientist at Roudebush VA Medical Center and Indiana University, Department of Occupational Therapy in Indianapolis, Ind.

In a small pilot study, researchers tested the potential benefits of yoga among chronic stroke survivors — those whose stroke occurred more than six months earlier. The yoga classes, taught by a registered yoga therapist, included modified yoga postures, relaxation, and meditation. Classes grew more challenging each week. Compared with patients in the usual-care group, those patients who completed yoga or yoga-plus significantly improved their balance. Balance problems frequently last long after a person suffers a stroke, and are related to greater disability and a higher risk of falls, researchers said. Furthermore, survivors in the yoga groups had improved scores for independence and quality of life and were less afraid of falling.

Yoga may be more therapeutic than traditional exercise because the combination of postures, breathing and meditation may produce different effects than simple exercise, researchers stated.

“Some occupational and physical therapists are integrating yoga into their practice, even though there’s scant evidence at this point to support its effectiveness,” said Schmid. Researchers also noticed improvements in the mindset of patients about their disability. “It has to do with the confidence of being more mobile,” said Schmid. Although they took time to unfold, “these were very meaningful changes in life for people.”

The VA Quality Enhancement Research Initiative (QUERI) funded the research study. VA QUERI is an initiative, launched by the VA’s Health Services Research and Development Service, to enhance the quality and outcomes of VA health care by systematically implementing clinical research findings and evidence-based recommendations into routine clinical practice.

Healing Heroes

Denise Klosterman - Aleda E. Lutz VA Medical Center, Saginaw, Michigan

During a normal business day, VA employee Denise Klosterman heard a Veteran in the waiting room of Release of Information coughing loudly and had to investigate. By the time she got to the Veteran, he was choking and pointing at his throat. Because he was in a wheelchair, the Heimlich maneuver may have been impossible and she took swift action to look at the back of his mouth where she found a sucker stick. He had lodged a sucker in the back of his throat and Klosterman was able to safely and swiftly remove it for him. A Healing Hero who took quick action to assist a Veteran in need.

National Award and Funding Aids VISN 11 Pharmacy Call Center

Congratulations to William “Eric” Blake, pharmacist technician, at the VISN 11 Pharmacy Call Center in Indianapolis who’s entry in the 2012 VHA Employee Innovation Competition was chosen for funding. Out of 3,800 entries, only 25 entries were selected.

Blake’s innovation idea is to program the pharmacy’s call center computer system to link medications with their accompanying supplies or additional medications. If grouped medications are not ordered together, the program will alert the prescribing physician entering the order to ensure that much needed medications or supplies are not over looked or delayed unnecessarily. In other words, the system would alert the physician who ordered a prescription for insulin, that the necessary needles would also have to be ordered.

“I believe what I do here at the pharmacy call center is important for our Veterans. I still have friends on active duty so I know how important this work is,” said Blake. “I’m anxious to get started on building the prototype of my project.”

Education

Try out CINAHL Plus with Full Text, via EBSCOhost

CINAHL is one of the world’s most comprehensive nursing and allied health research databases. And with full-text coverage dating back to 1937, covering more than 770 journals indexed in CINAHL, CINAHL Plus with Full Text is the definitive research tool for all areas of nursing and allied health literature. This authoritative file contains no-embargo full text for many of the most-used journals in the CINAHL index. The database also provides full text for more than 275 books/monographs and offers complete coverage of English-language nursing journals and publications from the National League for Nursing and the American Nurses' Association. CINAHL covers nursing, biomedicine, health sciences librarianship, alternative/complementary medicine, consumer health and 17 allied health disciplines.

In addition, this authoritative file offers access to health care books, nursing dissertations, selected conference proceedings, standards of practice, educational software, audiovisuals and book chapters.

CINAHL is available to all VISN 11 employees, contact your medical library with questions.

VA Illiana Health Care System Implements New Program for Veterans

VA Illiana Health Care System (VAIHCS) implemented a new program called Psychosocial Residential Rehabilitation Treatment Program (PRRTP). The program has 36 beds, six of which are for female Veterans. The length of stay for the program is between three and six months, depending on the needs of the Veteran. The program is led by an interdisciplinary team of clinicians and paraprofessionals that provide programming seven days a week and evenings.

The mission of the PRRTP is to teach and coach Veterans to improve the quality of their lives through the development of adaptive living skills. This is accomplished using a psychiatric residential milieu, promoting recovery based practices, and using evidence based practices. The PRRTP provides a therapeutic environment wherein Veterans are supported and encouraged to pursue recovery from mental illness, substance abuse, Post Traumatic Stress Disorder, unemployment, and/or homelessness.

VISN 11 Standard Work Collaborative Seeks to Increase Understanding and Use of Continuous Daily Improvement Tools

The VISN 11 Standard Work Collaborative group met at the Roudebush VA Medical Center in Indianapolis, May 30 – June 1. Over 45 attendees throughout the Network participated in this learning session involving a diverse mixture of administrative, clinical and systems redesign/process improvement professionals. The collaborative focused on the concept of a Lean Management System coupled with the role of Continuous

Daily Improvement and Standard Work. It was coordinated by the VISN 11 Organizational Performance Management Board and reflects its goal of identifying and communicating best practices.

Highlights of this learning session included a presentation of Visual Management, the usefulness of huddle boards, and doing the "GEMBA" or commonly known as Management by Walking Around - the purposeful act of visual observation in the workplace. The Collaborative itself is a year-long journey including the recent learning session, Coaches College training for systems redesign professionals, on-going virtual training modules, and a mid-level experiential visit to ThedaCare – a high-performing, healthcare organization in Wisconsin that has been utilizing lean management principles for their journey of continuous daily improvement.

VISN 11 Network Homeless Coordinator Receives the System Change Champion Award from the Corporation for Supportive Housing-Indiana

The Corporation for Supportive Housing (CSH) hosted its first annual Supportive Housing celebration in Indiana to honor the work of homeless service providers, government partners and developers who have demonstrated extraordinary leadership contributing to the growth and vitality of the supportive housing sector. Awardees included Philip E. Thomas, VISN 11 Network Homeless Coordinator, who received a Systems Change Award for his work ensuring that Veterans' initiatives and funding streams are integrated into the mainstream strategic planning process for the homeless.

CSH is an organization dedicated to breaking through bureaucracy and funding complications to create smarter solutions to help people live more stable, productive lives. Its main focus is pooling resources in a cost-effective manner in order to make it easier to develop and operate high-quality supportive housing. In Indiana, CSH works closely with the Indiana Housing and Community Development Authority to stimulate the creation of supportive housing for vulnerable populations of people who are experiencing homelessness.

Other honorees at the celebration included Sherry Seiwert, Executive Director of the Indiana Housing & Community Development Authority along with the keynote speaker for the event, Pete Earley, ex-Washington Post reporter, author, and supportive housing advocate. The celebration was held at the Eugene and Marilyn Glick Indiana History Center in Indianapolis, Ind.

VISN 11 Medical Centers Named 2012 Most Wired

The 2012 Most Wired Survey is conducted in cooperation with McKesson Corporation, the College of Healthcare Information Management Executives, and the American Hospital Association annually. Recognized as one of the Nation's MOST WIRED according to the results of the 2012 Most Wired Survey released in the July issue of Hospitals & Health Networks magazine are:

VISN 11 VA Medical Centers:

Saginaw and Detroit (1st year)

Battle Creek (3rd year)

Indianapolis (8th year)

"This recognition means VISN 11 is a leader in using technology to improve both the quality of care and the patient care experience," said Michael Finegan, Network Director VISN 11 and General Kearney, Network CIO commented that "we are leading innovation for the rest of VA to emulate."

Among the key findings this year:

- 97% of Most Wired hospitals employ intrusion detection systems to protect patient privacy and security of patient data, in comparison to 77% of the total responders.
- 74% of Most Wired hospitals and 57% of all surveyed hospitals use automated patient flow systems.
- 90% of Most Wired hospitals and 73% of all surveyed use performance improvement scorecards to help reduce inefficiencies.
- 100% of Most Wired hospitals check drug interactions and drug allergies when medications are ordered as a major step in reducing medication errors.

Telehealth Networking is Brought to Rural Sites to Increase Access to Care

Indiana is home to over 500,000 Veterans and ranks fourth in the nation in the number of National Guard soldiers deployed abroad during Operation Iraqi Freedom/Operation Enduring Freedom (OIF/OEF). The behavioral health needs of the Veteran population continue to be the focus of the Veterans Health Administration and the Indiana Veterans Behavioral Health Network (IVBHN). In 2009, IVBHN received funding with a HRSA Rural Network Development Planning Grant. With the help of the grant, a partnership was developed between the Affiliated Service Providers of Indiana, Inc., the Roudebush VA Medical Center, the Indiana Rural Health Association, the Indiana Division of Mental Health and Addiction, the Military Family Research Institute at Purdue University, and five community mental health providers: Bowen Center, Four County Counseling Center, Centerstone East, Hamilton Center, Inc., and Wabash Valley Alliance.

The collaborative group has placed Telehealth equipment at these five rural community mental health sites and is scheduling Veterans for mental health appointments with VA providers who work at the Roudebush VA Medical Center. Appointments are conducted through the use of a clinical video conferencing system. The program started in June with appointments scheduled at the Centerstone East office in Rushville, Ind., and the Hamilton Center in Bloomfield, Ind. Future rural county offices to start scheduling Veterans are the Bowen Center in Warsaw, Ind., Four Counseling Center in Logansport, Ind., and Wabash Valley Alliance in Crawfordsville, Ind.

Formation of this network represents a unique military/civilian partnership that increases behavioral health access for rural Veterans. This partnership assists Veterans with getting care closer to home, which is one of the goals of Veterans Affairs. Additionally, the program promotes prevention of emotional deterioration while maintaining access to medications that ultimately result in more positive outcomes. To find out more information about this program, contact IVBHN at 317-536-1566 or the Roudebush VA Medical Center at 317-554-0000.

The Lost Veterans Project Increases Awareness and Access to Care for Rural Veterans in Illinois

The Office of Rural Health in collaboration with Veterans Integrated Service Networks 11, 12, 15, and 23 recognized areas in the State of Illinois as having limited market penetration particularly in the rural areas of Illinois. On April 16, V3 Technical Services, LLC (V3), a service-disabled Veteran-owned small business was awarded a contract, with support from the VISNs serving the state of Illinois. V3 will deploy the outreach plan and has re-branded it as “the Lost Veterans Project”. The Lost Veterans Project encompasses the research, creation, and management of resource guides for Veterans and their families in 91 counties in the rural areas of Illinois as well as a variety of outreach activities. The target population totals more than 500,000 rural Veterans.

The Lost Veterans Project has three main objectives: 1) to increase the level of awareness of the enormous array of local, state, and federal VA benefits available to rural Veterans and their families and encourage application through Veterans Service Officers or Veteran Service Counselors, 2) to increase the level of awareness for VA health care services available to eligible rural Veterans, and 3) to assist Veterans struggling to cope with unemployment, medical issues, trauma, and other personal needs.

Additionally, there will be a website, a county-specific “Guide to Resources” and a 24/7 telephone hot line to help Veterans access VA services and community resources in their locality. The Lost Veterans Project will also provide case management with counseling support services including those for mental health and crisis situations.

The Lost Veteran Project is building a network of local volunteers to assist Veterans in finding the services they need. They are committed to following through with each individual to make sure they are connected to the appropriate VA services. Assistance is absolutely free to any Veteran who contacts the program. Veterans who live in Illinois can call the Toll Free Hotline number (24 hours a day/7 days a week): 1-855-455-VETS (8387) or go online to www.lostveteransproject.org for assistance.

VISN 11 DLO Education Committee is Dedicated to Improving the Value of Employee Education

The VISN 11 Designated Learning Officer (DLO) Education Committee is a subcommittee who reports to the VISN 11 Workforce Development Board. It is comprised of facility DLOs and other internal stakeholders involved in employee education. The VISN 11 DLO Committee is charged with evaluating the effectiveness of the education and training program activities provided for employees and recommending specific actions to correct problems.

The committee met May 31 - June 2, at the Network Office in Ann Arbor for their FY2013 planning meeting. The purpose of the planning meeting was to maintain its standard process for recommending strategies for an equitable distribution of education and training funds. The DLO Education Committee utilized the information they learned from the strategic planning retreat to discuss and make recommendations regarding future workforce education requests and initiatives. These education requests and initiatives will be brought forth to the Workforce Development Board for potential deployment as FY2013 VISN-wide employee education programs. The DLO Education Committee recommendations included program topics, such as leadership, new supervisor education, mentoring, simulation and clinical initiatives.

John D. Dingell VA Medical Center co-hosts the 8th Annual Educational Symposium

On April 21, Wayne State University School of Medicine in collaboration with John D. Dingell VA Medical Center and the Far-eastern & American Nurses Association (FANA) of Great Lakes sponsored the 8th Annual Educational Symposium.

FANA is a unique professional organization with members from diversified ethnic groups such as (Native-American, Black, Hispanic and Asian Nurses), not limited to nurses, but medical doctors, nurse practitioners, health technicians/aides, pharmacists, retirees or any other individuals that supports the organization's common mission of community health volunteerism. The Annual Educational Symposium, hosted annually by the local chapter, FANA of Great Lakes, is intended to provide educational opportunities and growth to its members and community affiliates as well as to grant educational contact hours to eligible attendees.

The topic of the event was "Current Trends Affecting Health Care Delivery," and was held in the John D. Dingell VA Medical Center's auditorium. The overall objective was to describe the challenges in promoting positive health behavior through education, counseling, and collaboration with allied health professionals. During the symposium, health care professionals discussed and oriented other health care professionals on caring for the returning combat Veteran. They also educated Veterans, their families, and the community on preventing and caring for patients with diabetes, and also the basic rules for safe prescribing and monitoring medications and to review the latest trends and treatment of Aortic Aneurysm.

This & That – News from Around the Network

VA Ann Arbor Healthcare System

- On May 26, VA Ann Arbor Healthcare System's Seamless Transition team held a special Welcome Home Event for returning combat Veterans. The event was held at Crossroads Village & Huckleberry Railroad in Flint, Mich. Veterans enjoyed complimentary admission to the park and obtained valuable information regarding VA benefits and healthcare.
- Youth Volunteer Lizzie Lenesi received the James H. Parke \$20,000 Memorial Scholarship for her volunteer work at VAAHS. Lenesi has logged more than 1,200 hours throughout her years as a VAAHS volunteer.

Battle Creek VAMC

- The Muskegon Community Based Outpatient Clinic relocated on June 4. The new location provides approximately 8,000 square feet of space allowing for the growth of primary care, mental health, laboratory services, clinical video telehealth programs, and additional docking stations for the home based primary care program. The new space will ensure the needs of women Veterans, enhance patient privacy, and increase exam rooms for primary care providers and nurses for Patient Aligned Care Teams. The clinic is staffed by 12 VA employees and serves 3,400 unique Veterans.
- The Silver Star Apartments for homeless Veterans, located on the campus of the Battle Creek VAMC and operated through an enhanced use lease with Medallion Management, broke ground to build 100 new apartment units for Veterans and their families. The current apartment complex has 76 units.

VA Illiana Health Care System, Danville

- The Secretary's Award for Excellence in Nursing and Advancement of Nursing Programs is given to individuals who have been nominated by their colleagues for outstanding service to Veterans and the Department of Veterans Affairs. These individuals display the best characteristics and the highest level of dedication to their profession. VAIHCS is proud to honor the Secretary's 2012 Excellence in Nursing Award winners: Sandra Beaulier, RN in Expanded Role (local recipient); Diann Smith, RN in Clinical Role (local and VISN 11 recipient); Michele Price, LPN (local, VISN 11, and national recipient), and Robert Wilson, Nursing Assistant (local and VISN 11 recipient). As the National Excellence in Nursing Award winner for Licensed Practical Nurse, Michele Price travelled to Washington, D.C. on June 1st to receive her award.
- The Danville Art League and Recreation Therapy Service at the VA Illiana Health Care System are working together to encourage Veterans to showcase their artistic talent to the community. Thereby, hosting "Veterans Experience 2012" as an art exhibit for their second year. The Post Traumatic Stress Disorder Clinic also had a section of the exhibit dedicated to Veterans who have used art as a therapeutic tool in the healing process and recovery of Military Sexual Trauma. The Veterans' art work was on display at the Danville Art League during the month of April.

John D. Dingell VAMC, Detroit

- The John D. Dingell VA Medical Center recently opened the Veterans Community Resource & Referral Center (VCRRC). "We are one of just 16 in the nation and the second in the U.S. to open its doors," said Beth Baker, Chief of the VCRRC. The VCRRC will be open seven days a week, 12 hours a day, and will offer various services such as case management, substance abuse treatment, community referrals, housing placement, triage, transportation, showers, laundry facilities, a computer lab, clothing and ready-to-eat meals.
- Veterans, staff and volunteers of the Detroit VA Medical Center were treated to a great car show, games and giveaways at a Welcome Home Event held June 1st at the medical center. Veterans visited and learned more about various services and benefits available to them at the medical center.
- Justin Verlander, star pitcher for the Detroit Tigers, presented the Detroit and Ann Arbor VA Medical Centers with a check for \$45,000 on May 16. The funds came from the to-date sales of more than 110,000 boxes of 'Fastball Flakes,' the cereal he's been 'pitching' since February. When the cereal was introduced, Verlander told the medical centers that 100 percent of the proceeds would be divided between the two hospitals. The cereal company signed Verlander after he won the American League's Cy Young and Most Valuable Player awards last season. Verlander's first cousin, Christopher, is on his second tour of duty, currently serving in Afghanistan.
- Staff and leadership of the Detroit VA Medical Center were joined by U.S. Congressman John D. Dingell, and members of Detroit's Cobo Center management to cut the ribbon on the recently relocated Veteran Memorial Wall, which was hung after being refurbished. The memorial is a floor-to-ceiling bronze installation, listing the names of more than 8,700 Detroit residents who sacrificed their lives in every war from the Spanish American War in 1898 to Desert Shield/Desert Storm in 1990-1991. The wall was originally located at the Veterans Memorial Building, now known as the Ford UAW Building in Detroit. It was later moved to Cobo Hall during renovations. In late 2011, the medical center was contacted and it was decided that the wall would be relocated to the facility. A rededication was held on June 14 at the medical center.
- On Friday, May 11, The Ford Motor Company's Model Care Teams brought a group of volunteers to the Detroit VA Medical Center's Healing Garden as part of the automaker's Accelerated Action Day. The volunteers put together patio furniture and planted flowers for the patients of the Community Living Center. The furniture and garden amenities were made possible by a \$5,000 grant from Ford Motor Company.

Richard L. Roudebush VAMC, Indianapolis

- The Roudebush VA Medical Center's Radiation Oncology Service received an accreditation level that is among the most coveted and difficult to acquire. Based on an extensive review from the American College of Radiology and the American Society for Radiation Oncology, the Service not only was granted a full three-year accreditation, but the review and on-site survey revealed no outstanding deficiencies.
- Boy Scout Logan Conner of Troop 894 earned his rank of Eagle Scout by completing a flag project at the Roudebush VA Medical Center. Prior to the project, the 28 flags displayed overlooking the atrium of the medical center were uneven in height and mismatched. Upon completion, Logan had cut, sanded and stained 28 new flag poles to accomplish the unified look and dignity these flags deserve. Logan also completed a reference book highlighting the origins of these national, military and service organization flags on display.
- On June 1, the medical center dedicated a new parking garage for employees. With the opening of the garage, approximately 200 additional parking spaces became available to patients within walking distance of the medical center.

VA Northern Indiana Health Care System

- Congratulations to Kelly Vannoy, Prosthetic Representative, for being honored at the National Veteran Small Business Conference. Vannoy traveled to Detroit on June 27, to receive an award presented by VA Secretary Shinseki. She was recognized as the contracting officer who awarded the largest total number of small business transactions.
- On April 30, VA Northern Indiana Health Care System, in collaboration with Ambulatory Care Solutions, hosted a ribbon cutting ceremony for the new interim South Bend Community Based Outpatient Clinic. Several dignitaries attended including: Congressman Joe Donnelly (IN-2); Mayor Pete Buttigieg; Joe Kernan, former governor of Indiana; Michael S. Finegan, VISN 11 Network Director; and Daniel Hendee, VANIHC Director. The new clinic is approximately twice the size of the former CBOC building.
- One of the ways VA Northern Indiana Health Care System honored Military Appreciation month was by organizing a dedication ceremony for a mural donated by a local organization. The mural, entitled "The Admiral Nimitz", was created by a Fort Wayne artist. The mural spans nearly 15 feet long and 5.5 feet tall. Its spectacular colors and moving content will continue to be enjoyed by Veterans, employees, and visitors to VANIHC.

Aleda E. Lutz VAMC, Saginaw

- In December 2011, the Aleda E. Lutz VAMC achieved the 30 percent energy reduction goal, established by the Energy Independence and Security Act of 2007. The goal requires reduced energy intensity (energy usage per square foot) as compared to 2003 usage. Saginaw has met their goal four years ahead of the 2015 deadline, as the facility's energy intensity is 31.4 percent less than the FY 2003 baseline.
- Women who received care or visited the medical center on May 11, received a lovely carnation to honor her as part of the Women Veterans Program's recognition of Mother's Day.

VISN 11 Network Office

- Congratulations to Antonio Townsend, Information Security Officer, at the Indianapolis VAMC who is the 3rd quarter Innovations Award winner of the Field Security Service

Incentive Program (FSSIP) and FSSIP Innovations Award for Region 3. This award places him in the competition for the Mattson Leadership Award in memory of Alan K. Mattson, who was an integral participant in the formation of the Field Security Service organization. Also, congratulations to Henry Foutner, Information Security Officer, at the Indianapolis VAMC who has received the following certifications: Certified Information Systems Security Professional (CISSP) and Security +. CISSP is an independent information security certification governed by International Information Systems Security Certification Consortium.

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