

Spring 2011

The Veterans' Gazette



Aleda E. Lutz VAMC
1500 Weiss Street
Saginaw, MI 48602
1-800-406-5143
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Welcome to the first issue of The Veterans' Gazette. As we embark on the many Veterans Affairs (VA) initiatives to promote enhanced healthcare to Veterans, we want to keep you informed. With this issue, we introduce you to our leaders, we bring you information on Patient Aligned Care Teams (PACT), invite you to an upcoming health fair in May, discuss the Planetree model for healthcare excellence, and more.

We are hopeful this quarterly newsletter will be helpful to you in learning more about this ever-expanding and improving healthcare organization.

The Department of Veterans Affairs, lead by Secretary of VA Erik K. Shinseki, is proud to care for those who have served in uniform to keep America safe and free. In the VA Strategic Plan for fiscal years 2011 through 2015, he provides for the following goals:

1. Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value.
2. Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services.
3. Raise readiness to provide services and protect people and assets continuously and in time of crisis.
4. Improve internal customer satisfaction with management systems and support services to achieve mission performance and make VA an employer of choice by investing in human capital.



We are enthusiastic as we work toward these strategic goals for Veterans!

Meet VA Leaders



Denise M. Deitzen, Medical Center Director—She is the Chief Executive Officer for the entire VA Medical Center in Saginaw, the VA Healthcare Annex in Saginaw, and the many Community Based Outpatient Clinics throughout mid and upper Michigan. She comes with many years of clinical nursing and nurse practitioner experience as well as healthcare management experience, most of which has occurred in the VA Healthcare System. She is truly an advocate for Veterans in everything she does!



Dr. Robert Dorr is the facility's Chief of Staff. As the COS at the Aleda E. Lutz VAMC, Dr. Dorr has primary responsibility for the clinical services such as Medicine (including the Community Based Outpatient Centers), Surgery, Mental Health, Diagnostics, Extended Care & Rehabilitation, Pharmacy, Dental and Optometry/Audiology/Low Vision, as well as collaborative oversight of the many VHA programs established to provide and monitor the care provided to Veterans enrolled at the Aleda E. Lutz VAMC such as OEF/OIF, Women's Health, Compensation & Pension, Peer Review, Utilization Management, Credentialing & Privileging, Homeless Veterans Program, Telehealth, Veterans' Justice Outreach, and Patient Safety.



Penny Holland is the nurse executive, termed Associate Director for Patient Care Services. In this role, she has responsibility for inpatient and outpatient nursing services, which include community based outpatient clinics (CBOC's). Additionally, she oversees the Geriatrics and Extended Care (GEC) service line. GEC programs include the Community Living Center (CLC) with a focus on rehabilitative and short stay care, as well as Palliative Care, the Home Based Primary Care program and the community nursing home and skilled care programs. Other direct reports include the Physical Medicine and Rehabilitation Service, Chaplain Service, and Hospital Education.



Stephanie Young is the Associate Director. In this role, she is the Chief Operating Officer and has responsibility for oversight of Facilities Management, Patient Administration, Nutrition and Food, Police, Logistics Service, Resource Management, Privacy, Voluntary, and Canteen Services. Her primary oversight into administrative management is crucial in providing critical support to direct patient care services throughout the organization.



A VA Healthcare Annex Was Opened in October 2010

Some Mental Health & Social Work Services were relocated to the new Aleda E. Lutz VA Healthcare Annex. Shuttle service is available for travel between the Annex & the Medical Center.

The address is:

**4241 Barnard Road
Saginaw, MI 48603-1375**

Business Hours: 8am—4pm



Save the date...

The VA Medical Center at 1500 Weiss Street in Saginaw will host a Veteran & Employee Health Fair on Thursday, May 19, 2011, from 10:00 a.m.—2:00 p.m. in the Medical Center Auditorium (first floor of the main building). We hope you will join us and learn more about enhanced health and fitness. Educational booths will be available and light refreshments will be served.

PACT - What's It All About?

The Aleda E. Lutz VA Medical Center in Saginaw implemented its first Patient Aligned Care Team (PACT) in August 2010. The team, which is referred to as a Teamlet, consists of a patient services assistant (PSA), who assists with administrative and scheduling details; a Registered Nurse (RN), who serves as the care manager and actively supports self management, prevention and wellness through evidence based patient driven care, and a Licensed Practical Nurse (LPN) who provides for a variety of clinical duties to further the Veterans care. Additionally, the Teamlet has a primary care licensed provider (PCP) who ultimately develops, evaluates and manages the treatment plan throughout all stages of the healthcare continuum including; assessment, treatment, and diagnostics.

Each PACT Teamlet is a highly-functional team led by the provider, working collaboratively with the patient on the patient's goals and needs to provide enhanced access to quality care that is whole-person oriented.

This level of care includes many processes that not only look for efficiencies within the system of outpatient healthcare, but also evaluates what level of care best meets the Veterans' needs. Examples of the PACT approach are:

- Pre-appointment telephone call to ensure a value-added visit.

- Follow-up telephone calls to Veteran after an acute care hospitalization or an Urgent Care visit.

- Working with an RN for management of chronic health conditions.

- The ability to send secure email messages via secure messaging software to the Veterans Teamlet.

These are just a few of the positive attributes already experienced by implementing such a dynamic healthcare team concept.

Additional Teamlets are being formed and trained throughout the facility and Community Based Out-patient Clinics (CBOCs).

PACT is the future of VA healthcare. Rest assured that Veterans from mid-Michigan to the Mackinaw Bridge are being well cared for by a truly dedicated team of healthcare professionals. We are proud of these changes and look forward to VA healthcare defining excellence in the 21st century.

To learn more, please visit:

http://www.saginaw.va.gov/services/Patient_Centered_Medical_Home.asp

VA Promoting Veteran Centered Care Through Planetree Initiatives

The Aleda E. Lutz VA Medical Center is excited to implement a Planetree Model for deserving Veterans who receive their care at the Medical Center, VA Healthcare Annex, or one of the many Community Based Outpatient Clinics throughout Michigan.

Planetree's Vision - As a global catalyst and leader, Planetree promotes the development and implementation of innovative models of healthcare that focus on healing and nurturing body, mind and spirit.

Planetree's Mission - Planetree is a non-profit organization that provides education and information in a collaborative community of healthcare organizations, facilitating efforts to create patient centered care in healing environments.

The Planetree Model - Since its founding in 1978 as a non-profit organization, Planetree has continued to be a pioneer in personalizing, humanizing and demystifying the healthcare experience for patients and their families. Founded by a patient, the Planetree Model is committed to enhancing health care from the patient's perspective. It empowers patients and families through information and education, and encourages "healing partnerships" with caregivers to support active participation. Through organizational transformation, the Planetree Model creates healing environments in which patients can be active participants and caregivers are enabled to thrive.

Beliefs

We believe...

- That we are human beings, caring for other human beings
- We are all caregivers
- Caregiving is best achieved through kindness and compassion
- Safe, accessible, high quality care is fundamental to patient centered care
- In a holistic approach to meeting people's needs of body, mind and spirit
- Families, friends and loved ones are vital to the healing process
- Access to understandable health information can empower individuals to participate in their health
- The opportunity for individuals to make personal choices related to their care is essential
- Physical environments can enhance healing, health and wellbeing
- Illness can be a transformational experience for patients, families and caregivers



“Planetree: Personalize, Humanize, Demystify Patient Care”

VA Offers Technology to Assist Veterans with Healthcare Management...

The VA Medical Center is enhancing Patient-Centered Care by offering Veterans the opportunity to access limited information about their health from their VA record and also reorder medications on-line. In the near future, Veterans will have the opportunity to submit questions to their healthcare team through a the Secure Messaging option within their My Health eVet account.

Enlist On-Line Today and Take Charge of Your Healthcare!!!

Reorder your VA medications
On-line not In line

Create Your Own Electronic Health
Record to Log Health Maintenance
Activities and Provide Other
Important Health Information

Access is free anywhere, anytime
through the Internet



**For Questions call
Dave Roberts at
1-800-406-5143,
ext. 11874**



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**



**Clare Veterans Affairs
Community Based Outpatient Clinic
11775 North Isabella Road
Clare, MI 48617**



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



**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**

**Future Locations
for CBOCs Include:**

- Cadillac
- Cheboygan
- Grayling

Don't forget to look us up on the web:
www.saginaw.va.gov



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