

VETERANS GAZETTE

Quarterly Newsletter for Veterans and Visitors | WINTER 2018





Welcome to the Winter 2018 edition of The Veterans Gazette.

Sadly, this will be my last opportunity to write a message for this publication, as I have been appointed as the Medical Center Director of the VA Ann Arbor Healthcare System, effective February 18, 2018.

That being said, I want to leave you with this. In my 18-month tenure as the Director, I've found the staff who work at our VA to be some of the best in the VA Healthcare Organization. They continually show compassion and care, excellence and perseverance, commitment and loyalty. They strive to make necessary improvements to assure they are providing safe, quality care, and a positive patient experience, each and every time.

I have learned so much from this opportunity serving Veterans and their families, and have enhanced my leadership skills by working with VA employees who truly uphold our mission for providing excellent care to Veterans and their families.

Together, we have accomplished many Veteran-centered endeavors and I wish you all the best as you continue to count on the VA for your healthcare needs.

Thank you for your service to our country!

*-Ginny L. Creasman, PharmD, FACHE
Medical Center Director*

VA**U.S. Department
of Veterans Affairs**

Construction Projects

1. **Sterile Processing Service—Complete Renovation to this Service's space. Estimated completion is April 2018.**
2. **Building 1 (main VA Medical Center facility) Renovation—upgrades to corridors, flooring, finishes, waiting rooms, and layout. Estimated completion is September 2018.**
3. **Nurse Call Replacement—Encompasses several forms of communication technology upgrades. Estimated completion is July 2018.**
4. **Palliative Care Room Renovations—Moving from multiple-occupancy rooms to single, private rooms.**



Other projects include Information Technology Hub Centralization and Mixing Valve/ Oxygen Installation.

Care By The Numbers

Fiscal Year Ending
September 30, 2017

36,333 Veterans Served
(Net Gain of 862 Veterans)
1,932 Women Veterans

422,850 Outpatient Visits Completed

988 Inpatient Admissions

1,105 Full Time Equivalent Employees

Service Dogs

We at the VA welcome your service dog.

Please ascertain your service dog is certified and is required because of a disability and not your pet accompanying you to your VA appointment.

You may be asked at any one of our VA facilities the following questions:

1. Is your dog a service animal required because of a disability?
2. What work or tasks has your dog been trained to perform to assist you?



TelePrimary Care—What Is It?

Our initiative to implement TelePrimary Care will allow each Community Based Outpatient Clinic to promote coverage for providers, allow for better same-day access, and improve walk-in appointments utilizing telehealth technology.

The technology we are using, WallDoc, allows a provider at a distant location to perform a primary care assessment; with the assistance of a trained nurse. The provider can listen to the heart, lungs, stomach, and more, along with being able to assess the ear canal, nasal and oral passages.

This was a coordinated effort by staff in Facilities Management Service, Biomedical Engineering, Information Technology, Primary Care, Telehealth, and the Business Office.

“We are excited to offer this level of care access to Veterans, rather than having to cancel their appointments with Primary Care. This program will allow every opportunity to have a Veteran receive care he or she needs when they need it,” stated Dr. Ginny Creasman, Medical Center Director.

End Harassment Campaign

Our VA is working on a campaign to end harassment toward women and make them more comfortable to receive care at a VA facility. Please be respectful to women at our VA Medical Center and Community Based Outpatient Clinics. Acceptable compliments include: Thanking a Veteran for her service, telling someone to have a nice day, commenting on the weather, or calling someone by their preferred name. Unacceptable comments or gestures include: Staring or leering at someone, telling someone to give you a smile, commenting on their body, or calling them “baby.”

Call 1.855.829.6636 for help or to report harassment.





Saginaw Physical Therapy Staff Group Photo



Clare Staff Wear Purple to Support Domestic Violence Awareness.



Employee of the Month December, and Employee of the Year 2017, Ms. Julie Csongradi, RN, Palliative Care, with Associate Director, Mr. Chris Cauley.



Clement C. Van Wagoner VA Community Based Outpatient Clinic staff in Alpena show off their holiday attire.

We hosted a Veteran Open House on November 1, 2017. We welcomed 62 Veterans and visitors who were able to learn about programs and improvements.



We hosted our quarterly Veteran Memorial Service and Luncheon in October for the family members of Veterans who have passed away at our VA.



Heritage High School Wind Ensemble Entertained Veterans for Veterans Day, 2017



Our VA employees adopted 32 Veteran families and provided food, items of clothing, and more, to make their holidays a bit brighter!



Please Get Your Influenza (Flu) Vaccine

It is very important for you to consider receiving a flu vaccine to protect yourself, your family, and others. Please talk with your health care team today and get the protection you need this flu season.

Veterans may also take their ID card to their local Walgreens for the vaccine.

Suicide Prevention

If you know a Veteran who may experience thoughts of suicide, getting them the assistance they need, as quickly as possible, is crucial. The “BeThere” campaign offers information on how you can help.

Visit www.veteranshealthlibrary.org to learn more.

Veterans Crisis Line:
1-800-273-8255 Press 1

Our VA staff, along with members of the community, have read and signed the “BeThere” Declaration to join forces in ending Veteran suicides through a series of efforts.

Are you a caregiver of a Veteran and need assistance?
Call the Caregiver Support Line at

1-855-260-3274

Help for Homeless Veterans
877-4AID-VET
va.gov/homeless | (877) 424-3838

Questions about Community Care?

Visit
<https://www.va.gov/communitycare/>

Billing Information

If you need to make a payment to the VA for your copayment billing, please report to Room 1341, Agent Cashier.

If you have questions about co-pay billing, please report to Room 5133, 5th Floor.

Michigan Veterans Affairs Agency Information

1-800-MICH-VET

www.michiganveterans.com

VA Main Switchboard—800-406-5143

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

Spinal Cord Injury Coordinator

989-497-2500, Extension 11783

Transition Care Management

989-497-2500, Extension 11794

VA Caregiver Support Coordinator

989-497-2500, Extension 11686

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**

**Clement C. VanWagoner**

Department of Veterans Affairs
Community Based Outpatient Clinic
180 North State Avenue
Alpena, Michigan 49707
989-356-8720

**Bad Axe Veterans Affairs**

Community Based Outpatient Clinic
1142 S. Van Dyke Road
Bad Axe, MI 48413
989-269-7445

**Cadillac Veterans Affairs**

Community Based Outpatient Clinic
1909 N. Mitchell Street
Cadillac, MI, 49601
231-775-4401, Ext. 11410

**Cheboygan County**

Community Based Outpatient Clinic
14540 Mackinaw Highway
Mackinaw City, MI 49701
231-436-5176

**Clare Veterans Affairs**

Community Based Outpatient Clinic
11775 N. Isabella
Clare, MI 48617
989-386-8113

**Gaylord Veterans Affairs**

Community Based Outpatient Clinic
806 S. Otsego
Gaylord, Michigan 49735
989-732-7525

Community Based Outpatient Clinics

Grayling Veterans Affairs

Community Based Outpatient Clinic
1680 Hartwick Pines Road
Grayling, Michigan 49738
989-344-2002



Oscoda Veterans Affairs

Community Based Outpatient Clinic
5671 Skeel Avenue
Oscoda, Michigan 48750
989-747-0026, Ext. 11411



Traverse City Veterans Affairs

Community Based Outpatient Clinic
3271 Racquet Club Drive
Traverse City, Michigan 49684
231-932-9720, Ext. 11412



Grand Traverse VA Clinic

Mental Health and Physical Therapy
880 Munson Avenue
Traverse City, Michigan 49686
231-932-9720, Ext. 11412



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**

www.saginaw.va.gov

Facebook:

www.facebook.com/VASaginaw

MyHealtheVet:

www.myhealth.va.gov