VA2K Walk for Homeless Veterans and Health Fair
May 16, 2018
Welcome to the Summer 2018 edition of The Veterans Gazette.

The VA continues to recruit for a permanent Medical Center Director for the Aleda E. Lutz VA Medical Center and nine Community Based Outpatient Clinics, and I will serve as the Acting Director until a permanent Director is named. I look forward to leading the already-dedicated group of staff, as we continue to provide optimal care to Veterans and their families.

Our VA was recently awarded three-year accreditation by the Joint Commission for hospital, behavioral health, and home care program standards. These surveys are rigorous and require many hours of review and participation by VA staff, who were able to demonstrate quality, efficiency, and compliance in hundreds of standards.

The “ChooseVA” Campaign has recently launched. The campaign focuses on the following three areas:

- **Spotlighting VA’s foundational services** in the areas of rehabilitation, prosthetics, spinal cord injury, post-traumatic stress disorder, mental health, home loans, memorial services, women’s health, etc., and how these services benefit Veterans. The foundational services focus area encourages Veterans to ChooseVA to meet their needs.

- **Attracting future employees**, especially Veterans, who want to give back to those who have served in the U.S. military. Potential employees are urged to ChooseVA as their next career move.

- **Retaining the “best and brightest” employees** by leveraging industry best practices that acknowledge talent, external competitive forces and a work environment with improving infrastructure. Exceptional employees are inspired to ChooseVA.

I look forward to serving you and your family in my role, and encourage you to talk with your health care team or patient advocates should you have any issues or concerns you believe need to be addressed regarding the delivery of care or services while at our VA or at one of our Community Based Outpatient Clinics.

-Dr. Barbara Bates
Acting Medical Center Director

“Proudly Serving All Who Have Served”
Information You Can Use

Construction Project Update
The Building 1 (main VA Medical Center facility) Renovation to upgrade corridors, flooring, finishes, waiting rooms, and layout, is still underway. Every floor of the main Medical Center will undergo upgrades over the next several months.

Virtual Urgent Care
Our VA is proud to announce we are now offering Virtual Urgent Care appointment opportunities Monday through Friday. Veterans should follow the standard process to call the Telephone Triage nursing line at 989-497-2500, Ext. 11240, when a need arises. From there, the RN will triage the call appropriately to see if the medical issue can be taken care of through our Virtual Medical Room technology. To meet criteria to use this new opportunity, Veterans must have a smartphone, tablet, iPad, iPhone, laptop, or desktop with a web camera, a valid e-mail address, and internet capabilities. Examples of appropriate conditions referred for a virtual visit are minor burns, cough, sinus congestion, cold sores, localized rashes, skin lesions, sore throat, sunburn, fever, and UTI symptoms. Using Virtual Urgent Care can reduce or eliminate the need for the Veteran to make a trip to Saginaw Urgent Care or the CBOC, allowing them to be treated through Virtual Technology at their convenience!

ChooseVA
“We know from a recent research study, as well as feedback from Veterans who use VA benefits and services, that VA provides some of the highest quality care and benefits available anywhere,” said VA’s Acting Secretary Peter O’Rourke. “The ChooseVA campaign not only highlights VA’s longstanding commitment to caring for Veterans and their families, but encourages all stakeholders to make an ultimate decision to ChooseVA.”

We are committed to serving Veterans, and we thank you for your service!!!
Appointment Reminders via Text Messaging

Nationally, more than nine million VA health care appointments are unused each year due to missed appointments. For one reason or another, Veterans may “No-Show” for scheduled appointments. Each missed appointment may require rescheduling, further stressing access. Additionally, an unused appointment also affects the ability for us to offer appointments to other Veterans. The Veterans Health Administration has identified an enterprise-wide solution, VEText, to remind Veterans of upcoming appointments via text messaging.

What is VEText? An automated interactive text message system to remind Veterans of upcoming appointments and allows responses for confirmation and cancellation in response to the reminder. This program aims to inform Veterans with mobile phone numbers on file.

Private health information and/or personally identifiable information will not be included in the text reminder. VA patients have the ability to opt-out of future messages after receiving the initial text message.

Veteran’s Health Information Exchange

Veteran’s Health Information Exchange (VHIE), formerly Virtual Life Time Electronic Record (VLER), is part of a secure, nationwide, interoperable health information exchange allowing trusted community health care providers to see a VA health summary, once a Veteran has given consent by completing the VA Form 10-0485. VA caregivers are also able to view community health information. By sharing health information between VA and community healthcare providers, the coordination of care and continuity is much-improved.

Additional intended benefits of health information exchange include supporting and maintaining the continuity of care for patients; enhancing the quality of care through the ability to access necessary health information rapidly at the point of care; improving patient safety and reducing medical errors; and reducing or eliminating redundancy of procedures (e.g. laboratory or radiology tests), or otherwise improving the efficiency of care or of administrative processes.

VA Exchange connects to over 150 community care partners nationwide. Click on this link to see the full list of Community Care partners https://www.va.gov/VLER/vler-health-your-area.asp.

Veterans are encouraged to sign the VA Form 10-0485 to share their VA records with the community care partners they utilize. Once the Veteran signs the VA 10-0485 authorization form, the signed authorization is good for up to 10 years!

If you have additional questions regarding the VHIE Program, please feel free to reach out to Emily Roush, VHIE Coordinator, 989-497-2500, Ext. 14092.
Candids

Ambulatory Surgery Staff
Hold Operating Room Fire Drill To
Promote Patient Safety

Congratulations to Nichole, Palliative Care, for receiving the Simply Sensational Award. She was nominated by her peers for her teamwork, taking initiative, leadership, positive attitude, and kindness.
From Left: Nichole, Dawn (Nurse Manager)

Several employees receive Prevention and Management of Disruptive Behavior Training
Our VA Celebrates Nurses During National Nurses Week!!!

VA Staff, their family and friends, participate in the 2018 Saginaw Memorial Day Parade

Community Engagement Events Hosted by VA

**July 26**, 1-3 p.m., Veteran Enrollment Fair
American Legion, Post 439, Saginaw

**August 7**, 1 p.m., Veteran Community Town Hall at Pere Marquette Library, Clare, MI, followed by a Veteran Enrollment Fair at 2 p.m.
Program Highlights

Are you a caregiver of a Veteran and need assistance? Call the Caregiver Support Line at 1-855-260-3274

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

Emergency Medical Care for Veterans
Learn about Community Care and Emergency Care by visiting the links below:
https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp
www.va.gov/communitycare

Michigan Veterans Affairs Agency Information
1-800-MICH-VET
www.michiganveterans.com

https://www.va.gov/healthbenefits/vadip/

Drop In Yoga and Tai Chi Classes
Thursdays
Yoga 8:30 a.m.—9:15 a.m.
Tai Chi 10:00 a.m.—10:45 a.m.
Aleda E. Lutz VAMC
1500 Weiss St., Saginaw
Pavilion (North Parking Lot)

Farmer’s Market
Tuesdays
11:00 a.m.—5:00 p.m.
Aleda E. Lutz VA Pavilion (North Parking Lot)
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

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

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
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

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

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

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
989-497-2500 or 1-800-406-5143
Call Center—Extension 11230
Tele-Nurse—Extension 11240

Connect With Us At:
www.saginaw.va.gov
www.facebook.com/VASaginaw
MyHealtheVet:
www.myhealth.va.gov