



VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Veteran Connection

VA Portland Health Care System Newsletter

Keeping the Promise - Advancing Excellence



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VA Portland Health Care System

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Produced by the VAPORHCS Public Affairs Office

QUESTIONS / COMMENTS ??

Please email us at...

VHAPOR-PublicAffairs@med.va.gov

or call 503-402-2975

Lincoln's Promise (VA Mission Statement)

"To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans.

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For [VAPORHCS Events and Classes](#)—got to the VAPORHCS Web page...
www.portland.va.gov/calendar.asp

Message from the Director



Michael W. Fisher
Director, VA Portland Health Care System

This is my 4th week back as the VAPORHCS Director. I am honored and humbled to be given this opportunity. I look forward to serving our Veterans and working with our many stakeholders to continue to strive to be the best VA health care system and to provide the best care possible.

Very recently, I shared my priorities for VAPORHCS to our nearly 4,000 staff and I also want to ensure our stakeholders understand where our work efforts are centering. First and foremost, our mission means delivering quality medical care and providing Veterans the very best medical outcomes possible. But to get there, we also need to focus on the following;

- **Access.** This is the stated #1 priority for the Veterans Health Administration. Our immediate focus will be on implementing strategies to recruit and retain clinical personnel in both our inpatient and outpatient settings.

- **Improving the Veteran Experience.** Shaping our health care system through a better understanding of Veterans' needs and preferences.

- **Employees.** Lastly, engaging and empowering our employees and volunteers to respond and react quickly and knowledgeably to Veterans at each point of interaction.

VA Portland Health Care System has proudly served our community and Veterans across the Pacific Northwest for 87 years. We have been committed to providing the best care possible to our Veterans since inception and today that pledge remains stronger than ever.

Since first moving here in 2006, Portland seemed like "home" to me when I worked at the VISN 20 office in Vancouver. I am very happy to be back and again, look forward to working with you and hearing your honest and frank discussions and ideas for continuing our improvement in our service delivery.

Thank you for your support and letting us serve you.

I will be seeing you soon.

Michael Fisher

[VA Veterans Town Hall & Claims Clinic](#) — Sept. 24, Vancouver VA

FOR WHO? Veterans, family members

WHEN? Saturday, Sep. 24, 2016, Claims clinic starts at 10 a.m., Town Hall is 10:30 a.m.—noon

WHERE? VAPORHCS Vancouver Campus, 1601 E. 4th Plain Blvd., Bldg. 11, Columbia Rm.

WHAT? Director, VAPORHCS, & Director, Portland Regional Office, share information, answer questions and address concerns. Claims specialists will be on hand to address claim questions.

If you have any questions, please contact the Public Affairs Office at

VHAPOR-PublicAffairs@med.va.gov or (503)402-2975

If you would like to be added to the VAPORHCS Partner email list, please email us at VHAPOR-PublicAffairs@med.va.gov

Volunteers keep the Vancouver VA Museum open for business

By Philip Myers

Public Affairs Volunteer

William Hill has had a life-long avocation that has endured for more than 50 years: the designing and building of military models that include vehicles, tanks, ships and guns. Many of his models are displayed in panoramic style down to finite details and realistic viewpoints.

His passion for model building has led to his leadership role as the volunteer “curator” of the VAPORHCS Vancouver Military Museum located in one of the Vancouver campuses original buildings, circa 1940. A very visible landmark of the museum is “Lady Bell,” the Vietnam-era Huey helicopter that is on display outside the museum building. A Korean War memorial is also located close to the building, and events related to that conflict take place during the year.

Vancouver VA Museum

1601 E. 4th Plain Blvd., Bldg. 1819
Vancouver, WA 98661

General hours are 9 a.m. to 1 p.m. M—F.

For more information contact
VAPORHCS Voluntary Services
(360) 690-1842

Open five days a week from 9 a.m. to 1 p.m., the museum is a must-see for anyone who is interested in the plethora of military artifacts, that include depictions of the military experience ranging from WWI to Operation Enduring Freedom.

William moved to Washington in 2001. He served in



VAPORHCS volunteer William Hill poses in the VA Museum located next to the Vietnam Veterans Garden on the west side of the Vancouver Campus.

the U.S. Army from 1970-71, and was stationed at Ft. Ord, CA. He retired from civilian life three years ago after years of working on real missile motors and even acting as an “extra” in western movies, including “Wild Wild West.” He has been in charge of the Vancouver museum for three years, and admits that he spends at least 20 hours a week building military models. In fact, his garage at home is not used to house cars; rather, it contains hundreds of scale-size models created by William.

“When I was a little boy, often I was sick so, as therapy, I started building models and that led to my interest in the military objects,” says William.

One of the more interesting events that takes place at the museum is the Buffalo Soldiers display that occurs in September. Buffalo Soldier reenactors, dressed in uniform, set up a display table and show off their live horses. The Buffalo Soldier history dates back to the Civil War.

During the museum’s open hours, William can count on more volunteers who assist him in escorting visitors and describing the numerous displays.



Your Life
Your Health
Your Schedule



Ask a Pharmacist App

Use the Ask a Pharmacist App to get fast and reliable answers to your questions about VA medications and pharmacies – on the go or anytime.

Ask a Pharmacist provides you with VA medication and pharmacy information from trusted VA sources. Learn more about:

- How VA pharmacies operate
- Where your nearby VA pharmacies are located
- Different types of medications
- How to better identify pills simply by sight

Anyone can use the Ask a Pharmacist App to access VA pharmacy and medication information. However, for Veterans with an Advanced or Premium My HealtheVet account, the app also provides a direct and convenient link to My HealtheVet’s prescription refill and Secure

Messaging features to help you manage your health and communicate with your VA care team.

(NOTE: Secure Messaging can only be accessed by users with a Premium account. To learn more about obtaining or upgrading your My HealtheVet account, visit the My HealtheVet website at www.myhealth.va.gov or speak to your My HealtheVet Coordinator.)

Having trouble using Ask a Pharmacist? Visit the VA App Store for more information or call the Help Desk at (877) 470-5947 weekdays from 7 a.m.– 7 p.m. (CT).

Get the App.

Visit the VA App Store to learn more:

mobile.va.gov/app/ask-a-pharmacist



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care



Healthy Living Matters. Prevention Works.

VA Portland initiative:

Prevention of Amputation Among Veterans Everywhere (PAVE)

VAPORHCS actively supports the Veterans Health Administration (VHA) initiative for the Prevention of Amputation in Veterans Everywhere (PAVE) Program, which implements the scope of the care and treatment provided to Veteran patients at risk of primary or secondary limb loss.

Throughout the history of the VA, providing care to Veterans with amputations has always been among VA's highest priorities. To many Americans, a Veteran with an amputation epitomizes the sacrifices made on our nation's behalf. VA strives to provide care in order to prevent and treat lower extremity complications that can lead to amputation, and to restore function, thereby improving quality of life for Veterans who have already undergone an amputation.

VAPORHCS has an active PAVE program and PAVE Committee that coordinates efforts to address the primary amputation prevention needs of "at risk" patients, and the secondary amputation prevention needs for those patients who have already suffered an amputation. This includes patients who had their amputations outside the VA system of care (e.g., Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn, private hospitals, etc.).

Through the PAVE program, VAPORHCS provides training, foot specialty care, and coordinates the efforts of all medical disciplines required for treatment of patients at risk of limb loss or amputation.

- PAVE the Way -

PAD*

Awareness Day

(*Peripheral Arterial Disease)

Tuesday, Sept. 13, 2016

Portland Auditorium, Bldg. 100

10 a.m. to 3 p.m.

- Learn healthy ways to care for your feet and prevent lower limb amputations
- Taste healthy foods you can make at home
- Pick up a free pair of diabetic socks

Questions? Please contact...

- Michele H. Goldschmidt, Health Promotion and Disease Prevention (HPDP) Program Manager (503-220-8262, ext. 35969)
- Tyra Haebe, PAVE Coordinator (503-220-8262, ext. 56031)



Summer 2016

Caregiver Quarterly Newsletter



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VA Portland Health Care System Caregiver Support Program Resources

The VA Portland Caregiver Support Program is available to Family Caregivers of Veterans of all eras with the following support services. For more information or to enroll, please call 503-273-5210.

[Click here](#) for past Caregiver Quarterly Newsletters and additional information.

Caregiver Support

Mission statement:

To promote the health and well-being of family Caregivers who care for our nation's Veterans, through education, resources, support, and services.



Be Involved In Your Health Care

**There are many ways to take an active role.
Work with your health care team to improve your health.**

Please click on the following links for details...

- [What's Important to know?](#)
- [Want to know more?](#)
- [Here are some additional resources](#)

Have a family
member or friend
come with you

Participate in the
decisions about
YOUR care

Speak up about
concerns

Ask questions

Plan ahead

Know your meds

Communicate
YOUR ideas &
beliefs

How To Register For VLER Health Information Exchange



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Allowing Veterans to "Connect Your Docs" *Have you heard about the VLER Health Exchange?*

This initiative from Virtual Lifetime Electronic Record (VLER) Health allows Veterans to simplify their healthcare by connecting VA, their participating Community Health Care Providers, and other federal share their health information electronically, safely, and securely!

Watch this video to share with Veterans how to "[Connect Your Docs](#)"

To learn more, visit our **Training and Education Sites:**

[VLER Health Exchange](#) allows clinicians to access health data between Veterans Health Administration and community health providers, so that doctors and physicians can access their patients' information no matter where they are.

[VA Direct Messaging](#) allows VA users to communicate with community care providers by sending and receiving messages through a secure network, so that Veterans can get the care they need as quickly and easily as possible.



NAMI Family-to-Family

National Alliance on Mental Illness



A free 13-class course for families and friends of those living with mental illness. Gain support, learn more information about mental illness and develop ways to live a healthier life with your loved one.

Class Topics Include:

- Depression, Anxiety, Bipolar Disorder, Schizophrenia, PTSD, Panic Disorder, Etc.
- Brain Biology and Medications
- Relapse and Crisis Prevention
- Communication Strategies and Self-Care
- Ways to Fight Stigma

Classes Held Sept 12th – Dec 12th, 2016
Monday Evenings 6:30 pm to 9:00 pm

To Register:
Call NAMI Multnomah at 503.228.5692

Hosted by VA Portland Health Care System



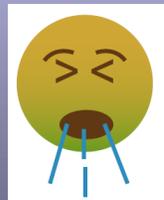
Learn when and what Immunizations and Screenings are best for you:

Recommendations for Men:
http://www.prevention.va.gov/Healthy_Living/
Recommendations for Women:
http://www.prevention.va.gov/Healthy_Living/

ATTENTION ALL PATIENTS

Have you traveled abroad in the last 30 days?

If so, please notify your VAPORHCS care team immediately if you are ill with any of the following:



- FEVER
- COUGH
- NAUSEA
- VOMITING
- DIARRHEA
- RASH



Thank you!



Sunday
Sept. 18, 2016

Enjoy all day,
FREE admission to the
Oregon Zoo

Save the Date!

Welcome Home **Veterans!**

The VA Portland Health Care System honors and shows its appreciation for service members by hosting a *Welcome Home* celebration for Veterans and their families in the Pacific Northwest!

Registration is from 9 a.m.—12 noon

The Zoo is located at 4001 SW Canyon Rd. Portland, OR

Hosted by the VAPORHCS
Transition and Care Management Team

- ♦ FREE admission and food for Veterans and their guests!
- ♦ RSVP required by Monday, September 12, 2016
- ♦ RSVP contact; welcomhome@va.gov, (503) 273-5075
- ♦ Enjoy the day and learn about VA benefits and services.