



VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Veteran Connection

VA Portland Health Care System Newsletter

Keeping the Promise - Advancing Excellence



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



Joanne M. Krumberger
Director, VA Portland Health Care System

2015 is coming to a close very soon but the VAPORHCS Journey of Excellence continues to move forward enabling us to provide the best care and experience possible to the Veterans we serve.

In September I shared some insight to this very deliberate approach that supports the overarching frame work established by the VA [Blueprint for Excellence](#) which provides the vision for the evolution of health services provided by VHA.

We at VAPORHCS adopted the Lean Management System and A3 Thinking as part of our strategy. These proven tools will better allow us to improve and develop new methods to provide value and enhance services to all of our Veterans and their families. We are currently training dozens of staff from across all lines of services in the health care system in these specific techniques and processes. I expect VAPORHCS's approach to excellence to be a model program for the entire VA and for other health care systems across the country.

December 2015

Volume 3, Issue 3

Our Journey of Excellence is guided by six pillars which help us focus on what's important to the Veteran as well as the organization in our strategic and daily activities; People, Service, Quality, Safety, Innovation, and Stewardship.

I will provide more updates as we move forward in our implementation.

We are ecstatic to announce the opening of the Portland Fisher House! Please mark your calendars for our March 23, 1:00 pm grand opening ceremony to be held in partnership with the Fisher House Foundation on the Vancouver Campus. More information is in this newsletter and we will be making further announcements as we get closer.

In addition, our grand opening for the new Fairview CBOC is scheduled for Feb. 29 at the new facility. More information on these events are later in this newsletter and we will be making further announcements as we get closer. I hope you will be able to join us for these events, meet our staff, and celebrate the opening of these quality resources that our Veterans have earned and deserve.

I wish you all a safe and enjoyable holiday season.

In Service to Veterans,

Joanne M. Krumberger

New Fairview CBOC Grand Opening Set for Feb. 29



The brand new 26,000 square foot Fairview Community Based Outpatient Clinic (Formerly the East CBOC) is scheduled to open for busi-

ness March! Please join us for a Grand opening event on Feb. 29 at 10:30 am.

The new location is:

**21600 NE Halsey ST
Fairview, OR 97024**

We hope to see you there!



VA Portland Health Care System Fisher House Ribbon Cutting Ceremony

Save the Date:

Wednesday, March 23, 2016

1:00 pm

Location:

VAPORHCS Vancouver Campus
1601 E. Fourth Plain Blvd.
Vancouver, WA 98661



(See VAPORHCS' [Events](#) page )

More details to include specific times will be announced soon



Meet the VA Portland Fisher House Management

Barbara Decoito (right) is the new Portland VA Fisher House Manager and Dawn Schultz is the Assistant Manager. Barbara comes from the VAPORHCS Voluntary Service Office in Portland and Dawn from Facilities Management Services (FMS) at the VAPORHCS Vancouver Campus. Both staff members are part of the Chaplain & Social Work Professional Services that manages an array of temporary, overnight lodging accommodations for Veterans in Portland and Vancouver. With the inclusion of the Fisher House, Social Work Services will provide an average of approximately 2,200 nights of lodging per month for Veterans and family members.



Family-to-Family Education Classes

A FREE 13-week class series offered by NAMI Multnomah



Q - Who will this class help???

A - Anyone who has a friend or family member living with a mental health disorder

- Classes begin January 5, 2016
- Tuesday Evenings 6:30 pm to 9:00 pm
- Hosted by VA Portland Health Care System

To register:

**Call NAMI Multnomah at
(503) 228-5692**

Mental Health Facts:

- One in four adults experiences mental illness in a given year.
- 20% of youth, ages 13 to 18 live with a mental health condition.
- Suicide is the 10th leading cause of death in the U.S. and the 3rd for ages 15 to 24 years old.
- Veterans represent 20% of suicides nationally.
- Approximately 46% of homeless adults in shelters are living with mental illness.

Class topics include:

- Depression, Anxiety, Bipolar Disorder
- Schizophrenia, etc.
- Dealing with Crisis and Relapse
- Post traumatic Stress Disorder
- Fighting Stigma
- Brain Biology Basics
- Communication and Empathy
- Medications
- Self care

Gain strength

through knowledge...

Join a

Family-to-Family class today.

You Are Not Alone.



Veterans Health Administration
Research & Development
 Improving Veterans' Lives  www.research.va.gov

Portland VA is looking for volunteers for tinnitus study

VA National Center for Rehabilitative Auditory Research (NCRAR) needs your help

The NCRAR at VA Portland Health Care System is currently looking for volunteers who have tinnitus to participate in a research study that focuses on promoting coping with tinnitus. The research study will compare three different psychoeducational interventions for tinnitus.

Veterans who have been through the Progressive Tinnitus Management (PTM) program at the VA will not be eligible for the present study.

The present study consists of eight visits (screening, an audio-logic assessment, two group education visits, three psychoeducational intervention visits, and a final follow-up visit).

Note: this is research and not treatment.

Qualified Veterans will receive \$20 reimbursement for each visit that is completed.

Please call Chennettée Jelleberg, at (503) 220-8262,

Did you know...

Tinnitus and hearing loss are the two most prevalent service-connected disabilities for Veterans?

People who experience tinnitus have most typically been exposed to loud noise that caused peripheral auditory damage, resulting in both tinnitus and hearing loss. Anything that can cause hearing loss can also cause tinnitus, including noise exposure, and the odds of having tinnitus increase as hearing loss increases.

ext. 55873 to receive more information. The research will take place at NCRAR, Building 104, VA Portland Health Care System, 3710 SW US Veterans Hospital Road, Portland, OR, 97239. Women and minorities are encouraged to participate. Portland, OR, 97239.

Women and minorities are encouraged to participate.

- Tinnitus research at VAPORHCS began in 1995. Two years later, the VA National Center for Rehabilitative Auditory Research (NCRAR) was established at the same location, which included tinnitus research. The NCRAR tinnitus research has remained focused on developing effective, evidence-based methods of tinnitus management for Veterans. -

Questions?

Please click on the following link for more details:

http://www.ncrar.research.va.gov/Join_Research_Study/ComparisonCBT-CET.asp