



Minneapolis VA Health Care System

On the Beat October 2011



Director Kleinglass to Retire

After a long and distinguished career of government service, Steven P. Kleinglass, FACHE, has announced plans to retire from his current position as director of the Minneapolis VA Health Care System effective Dec. 31. He said, "...I will have nearly 39 years of government service advocating for America's real heroes, the veteran. It has been an absolute honor and high privilege to hold my position; and while it has been very difficult to make this decision, it is time."



Mission: Honor America's Veterans by providing exceptional healthcare that improves their health and well being.

Vision: To be a patient-centered, integrated health care organization for Veterans providing excellent health care, research and education; an organization where people choose to work; an active community partner and a back up for national emergencies.

VA Core Values:

- Integrity
- Commitment
- Advocacy
- Respect
- Excellence

Kleinglass was appointed medical center director in January 2002. Prior to his appointment as director he served as acting director. He was appointed as assistant director of the Minneapolis VA Medical Center in June 1988, and subsequently promoted to associate director. Kleinglass served in the U.S. Army as a 1st Lieutenant in charge of a combat engineering platoon in the Republic of Vietnam and he received the Bronze Star and several other commendations.

Kleinglass was active in the Minnesota Hospital Association. He served on the MHA board of directors 2004 to 2009 and has served on numerous MHA committees. In 2007, he received MHA's highest honor — the Stephen Rogness Distinguished Service Award for his leadership and advocacy work.

"Steve worked tirelessly to see that our patients were cared for in the safest environments possible," Lawrence Massa, MHA president and CEO, said. "His legacy of service to the Minnesota hospital community and the patients we serve will never be forgotten."

On the cover



Ryan Engelby participates in a wheelchair rugby scrimmage on the new sport court located behind the medical center opposite the Spinal Cord Injury & Disorder Center. The court is a donation by the American Legion. Right next to the court is a picnic pavilion, donated by the Paralyzed Veterans of America. Both were dedicated Sept. 30. See Page 8 for photographs.

On the Beat is a publication of the Minneapolis VA Health Care System for staff, stakeholders, and Veterans. Your comments are welcome. Please send to:

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Resource Outreach Center Planned for Veterans

The Minneapolis VA Health Care System has announced that a Veterans Resource Outreach Center will open in February 2012 at 1201 Harmon Place near downtown Minneapolis. A 10-year lease of 9500-square feet has been awarded to the Sherman Group of Minneapolis. The contract of \$3.6 million includes rent and cost of construction build out. The center will provide social services, benefits counseling, mental health rehabilitation and primary care. The building will have dayrooms, showers, laundry and a computer lab. In addition to housing 30 VA staff, local community partners will have office space.

“We are thrilled to be able to expand our outreach and services to Minnesota veterans,” said Steven Kleinglass, director of the Minneapolis VA Health Care System. “This center is another tool to help us achieve the VA’s ultimate goal of eliminating veteran homelessness.” Jonelle Draughn, coordinator of the Minneapolis VA homeless program, added: “Working with our partners is a key to our success. Our goal is to have a multitude of services under one roof to help veterans who are experiencing homelessness, which will give them an opportunity to address an array of issues,” The center is centrally located to allow access to other social services and transportation systems. It will operate 7 a.m. – 7 p.m., Monday through Friday.



Fisher House Adds New Playground

Thanks to a donation from Nash Finch, a nationwide wholesale food distributor based in Edina, there’s a place for kids to play outside the two Fisher Houses. Nash Finch VP Gary Spinazze (2nd from left) joined VA staff and Fisher residents for a dedication on Oct. 14.

STAFF NEWSMAKERS



Dr. Griffin

Dr. Joan Griffin, CCDOR investigator, was quoted in the Sept. 27 issue of the *New York Times* on her study of family caregivers. Dr. Griffin's research shows that many family members spend more than 40 hours a week providing care. Half feel that they do not have a choice. Her study, titled *The Invisible Side of War: Families Caring for US Service Members With Traumatic Brain Injuries and Polytrauma*, appears in the *Journal of Head Trauma Rehabilitation*.

- There's a new video at vaww.va.gov/icare_video.asp where VA employees explain in their own words what the VA Core Values and Characteristics mean to them. Scroll down to "Introduction videos." It features Minneapolis staff: **Cassandra Miller-Hardwick**, nurse manager, Spinal Cord Injury & Disorder Center; **Kevin Burns**, pharmacist; **Karen Lis**, dietitian; and **Shannan Anderson**, recreation therapist.



Dr. McCarten

Riley McCarten, MD, medical director of the Geriatric Research Education and Clinical Center at the Minneapolis Veterans Affairs Medical Center, is quoted at length in a "Perspectives" article in the Sept. 22 issue of *New England Journal of Medicine*, titled "**Confronting Alzheimer's Disease.**" McCarten provided details on his extensive work that involved screening patients at seven Veterans Affairs primary care clinics. Between October 2007 and December 2009, more than 8,000 veterans were screened using the Mini-Cog, a test involving recalling three words after drawing a clock.

- VA dental department staffers **Dr. Ipinder Puri**, **Linda Borash**, **Giselle Rushin** and **Donna Young** were recognized in the July/August issue of the publication *Vanguard* on the "Heroes" page for helping save a man who was struggling in Minnehaha Creek in June. A story of the four staffers rescuing the person appeared in the July issue of *On the Beat*.



Kevin Upham

Our new HR Director **Kevin Upham** is one of 10 VHA employees recently recognized for completing the highly competitive 2011 *Excellence in Government Fellows*, a program of the Partnership for Public Service. The program is designed to prepare rising Federal leaders to solve pressing national issues by driving innovation, inspiring employees and delivering results. This twelve-month program improves the leadership skills of Federal employees through innovative coursework, challenging action-learning projects, executive coaching, and networking.

STAFF ANNOUNCEMENTS

Star Award winners for 2011. Facility Clinical Processes – Multidisciplinary Improvement in Head and Neck Cancer Via Collaborative Approach by Mark Klein MD, Katherine Kendall MD, Sandra Serrano RN, Connie Parenti MD, LeeAnn McDonald RN, Craig Helbok PhD, Melissa West MD, Steven Kosek, Bruce Meyer MD, Joaquin Silva MD and Anna Schorer MD. **Facility non-Clinical Process:** Optimize Fee by Kurt Thielen, Marcus Syverson, Jan Anderson, Jodi Birr, Heather Cseresznye, Jeanne Anderson and Daniel Zeller.

Rene du Cret, MD, has been named Chief of the Nuclear Medicine Section. Dr. du Cret joined the VA in September of 2010, and was appointed as *Acting* Nuclear Medicine Section Chief shortly thereafter. Dr. du Cret is a full professor at the University of Minnesota Medical School.

Jamie Matthews, RN, MS, has been named Patient Safety Manager. Previously, she worked at the VA in Danville, Illinois, as an EPRP Coordinator, a Patient Care Coordinator, and a staff nurse.

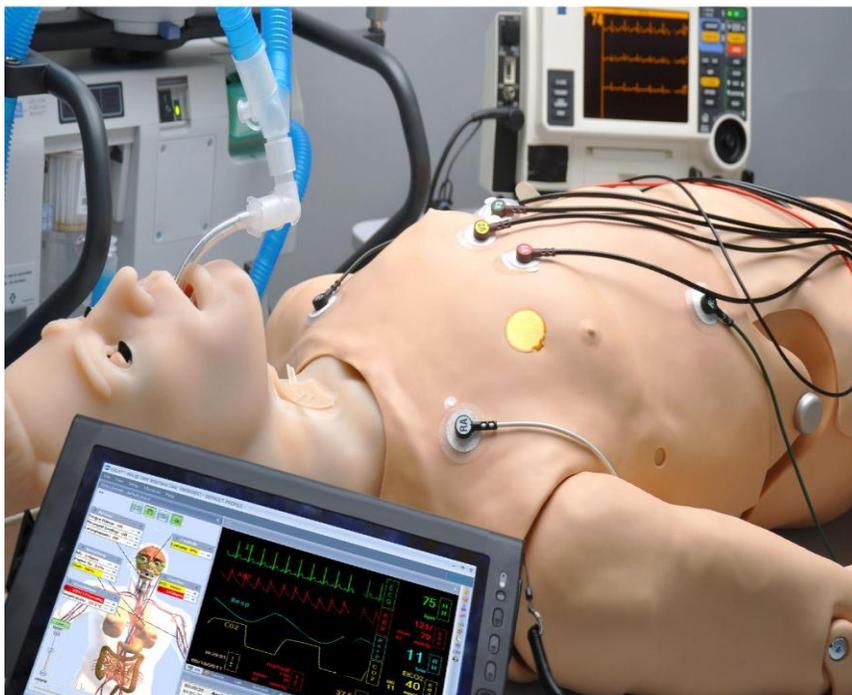
Jane B. Spain RN, BSN, Mental Health Home Telehealth Program, is now a Master Preceptor for the Home Telehealth Program. Ms Spain completed the requirements of the Office of Telehealth Services and the VHA Sunshine Training Center Master Preceptor Program on July 1, 2011.



2011 Lead Program Graduates. Front row (L-R): Peggy Merchak, Traci Boser, Lori Danzl, Bobbi Masoud, Dawn Strojny, Kelly Petska, Donna Hanley, Julie Quinn, Cindy Ekern and Nurse Executive Helen Pearlman (who presented awards). **Top row:** Theodore Steidl, Sean Mangan, Jessica Pearson, Michael Vogt, Paul Thurman, Sue Dachel and Brenda Stickler. **Not pictured:** Carla Boudoir.



‘Hal’ Finds Home in MICU Bed #10



“Hal” has arrived on the MICU Unit at the Minneapolis VA Medical Center. His mission: to help train Tele-ICU providers via life-like patient responses. He has the ability to be connected to real patient monitors and pulse oximetry equipment, which monitors the oxygenation of the blood. He sweats, breathes and even exhales carbon dioxide, all enhancing the student’s experience.

SimLEARN (Simulation Learning, Education and Research Network) is leading the VHA initiative to place the VA as the nation’s leader in healthcare simulation education. As part of their mission, they are supporting Tele-ICU, Women’s Health, Surgical Safety and the Readiness Education Initiative via

simulation education, training projects and equipment. Five high fidelity mannequins were purchased to support VISN23 Tele-ICU Projects. Hal was obtained to assist Tele-ICU training from his base in Minneapolis.

New Ramsey VA Outpatient Clinic Opens Nov. 15

A new community-based outpatient clinic (CBOC) will open Nov. 15, in the city of Ramsey, MN, located about 30 miles northwest of downtown Minneapolis. A dedication event will be held on Nov. 11 at 1 p.m. with public tours of the 20,000-square foot facility before and after the ceremony. Numerous officials are expected to attend the event on Veteran's Day. A flyover is planned, subject to weather conditions. The clinic will provide a wide range of services including primary care, mental health care, dental care, eye care and audiology. It is estimated that 7200 veterans from the northwest metro area will use the clinic, which is close to a proposed station for the Northstar rail line.



Stand Down sponsored by Minnesota Assistance Council for Veterans

Fort Snelling Stand Down Serves 855 Vets

Numerous Minneapolis VA staff participated in the August Sand Down at Base Camp on the Fort Snelling Upper Post grounds. Medical care was provided to 284 veteran patients. Services included health care screening, physical exam and discussions with providers. Ten new patients were enrolled, and two were referred to the medical center for emergency care. In addition to clinicians, the Minneapolis VA provided mental health counselors and case workers from the Homeless program. In addition to health care, the Stand Down offered legal and benefit counseling, haircuts, clothing and other services.

SPECIAL EVENTS & DEDICATION



On September 30, leaders of the American Legion and Paralyzed Veterans of America (PVA) joined VA staff to officially dedicate a picnic pavilion (PVA donation) and sport court (American Legion donation). The PVA leaders are pictured above cutting the ribbon. In middle photos, Dr. Gary Goldish (left) and director Steve Kleinglass (right) participate in wheelchair rugby demonstration. In photo at left, American Legion leaders cut ribbon outside the sport court.

10 Ways to Prevent Identity Theft

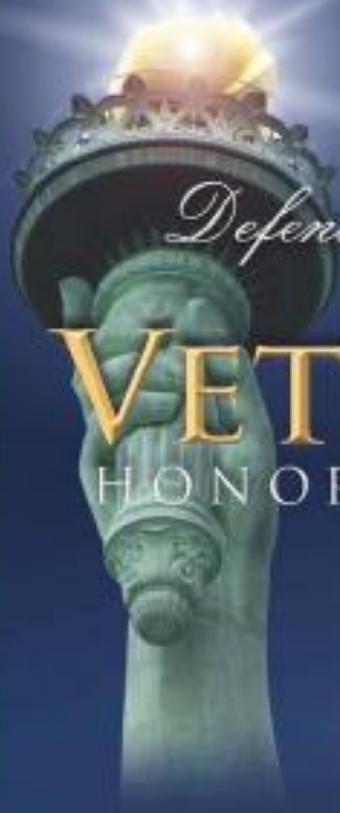


DEFEND VETERANS' IDENTITIES

VA employees handle considerable amounts of sensitive information on a daily basis. If this data falls into the wrong hands, the results can be disastrous. It is your responsibility to know the facts about identity theft and the resources available to assist with identity theft prevention.

- 1) **Use strong passwords** Create passwords that employ a combination of uppercase and lowercase letters, numbers, and symbols. Steer clear of obvious passwords—never use your birth date, mother’s maiden name, or the last four digits of your Social Security number—the easier it is to remember, the easier it is for an identity thief to crack.
- 2) **Print responsibly** Pick up documents promptly after printing. Never leave sensitive information on a printer, your desk, or any other public area.
- 3) **Secure your wireless network** Like public or shared computers, wireless networks can place sensitive information in jeopardy. Only connect to protected networks and never transmit personally identifiable information via email, unless you’re certain it’s safe to do so.
- 4) **Lock your monitor and workstation** Do this every time you leave your desk, so that others—including coworkers or outsiders—can’t view your work. Additionally, whether you’re handling paper copies or digital files, secure all sensitive documents when not in use.
- 5) **Shred sensitive documents** Tear, cut up, or shred sensitive materials such as old records, files, bills, or expired credit cards before disposal or recycling. Once information leaves a VA facility, it is no longer protected and can be intercepted by identity thieves.
- 6) **Protect against viruses** Regularly update anti-virus protection software and make sure that your firewall and network security programs are in compliance with VA standards. In addition, keep your computer system and browser up to date and set at the highest security level.
- 7) **Double check mailings and faxes** Always check to ensure that documents aren’t stuck together and that the recipient’s information is correct before sending any personally identifiable information. When sending sensitive data, contact the recipient before and after the transmission for verification that it was received by the correct person.
- 8) **Double check mailings and faxes** Always check to ensure that documents aren’t stuck together and that the recipient’s information is correct before sending any personally identifiable information. When sending sensitive data, contact the recipient before and after the transmission for verification that it was received by the correct person.
- 9) **Know your information security officer (ISO)** Use the ISO locator at bit.ly/morethananumber to become familiar with your facility’s ISO. Their primary role is to ensure that end users protect sensitive data, so if you suspect that a security breach may have occurred, contact your ISO immediately.
- 10) **Be prepared** It is every VA employee’s duty to protect sensitive Veteran data, and when it comes to preventing identity theft, education is the first line of defense.

For more information, <https://vaww.infoprotection.va.gov/rmir/id%20theft.aspx>



Defending Liberty and Freedom

VETERANS DAY

HONORING ALL WHO SERVED

11.11.11

STATE OF MINNESOTA

VETERANS DAY EVENT

NOVEMBER 11, 2011

Veterans Memorial Community Center
8055 Barbara Avenue
Inver Grove Heights, Minn.

8:30 - 9:30 a.m. - Free Breakfast
10 a.m. - Program



Sponsored by the Minnesota Department of Veterans Affairs and the Minnesota Commanders' Task Force. The event is open to the public.