

Splittstoesser, Tammy J.

From: Rohrer, John
Sent: Friday, January 19, 2018 3:38 PM
To: VHAMAD All Employees
Subject: Week In Review 1.19.18

Hi, Everyone! I hope your Friday is going well. It looks like we're in store for a relatively nice weekend, which is good news. Below is a little more good news to end the week.

Patient Centered Care Highlights

This week we received an email from the VHA Client Services Response Team passing along a compliment they received from a patient. The patient said: ***"Madison VA's hospital cleaning crew are extremely detail-oriented. Their infection control is far superior to what I've seen at other hospitals. Whoever teaches the cleaning crews in Madison should be schooling the rest of the VA hospitals. Also, the Medical Support Assistants (no matter the clinic) were much more attentive and helpful than what I have found at other hospitals."***

We received a card from the wife of a Veteran. She wrote, *"Just a little note to tell you all how nice everyone was to [my husband] as he was recovering. We really appreciate all the VA did to make his time much better. He's doing good. His room in the CLC was great. Your thoughtfulness will always be remembered."*

This week we received a wonderful call from a Veteran who had worked via **telehealth** with **Kristin Witt** from **Nutrition & Food Service** in 2014-2015 to prepare for bariatric surgery. The patient was approved by the Jesse Brown VA to have the surgery but never ended up doing so. He explained that he decided at the last minute to just continue with the nutrition and activity changes that Kristin had helped him devise because they had been working up to that point. Kristin last heard from him in May 2015, but we learned this past Wednesday that he has now lost more than 80 pounds on his own over the course of the last 4 years thanks to her initial work with him! He said he stepped on the scale on Wednesday and remembered how he had felt when he hit his highest weight of 355 pounds back in 2014. He is now at 266. He just wanted to call to thank Kristin for working with him and helping him get to that turning point in his life that has made such a difference.

Promotion Opportunities

Some of the promotion opportunities this week include:

GS-7-11 Auditor. Here is a [link](#) to the vacancy announcement which closes January 22.

GS-6/7 Medical Instrument Technician – Gastroenterology (GI). Here is a [link](#) to the vacancy announcement which closes January 23.

GS-7-11 IT Specialist (Customer Support). Here is a [link](#) to the vacancy announcement which closes January 26.

GS-7 Lead Medical Support Assistant. Here is a [link](#) to the vacancy announcement which closes January 31.

GS-7 Lead Medical Support Assistant. Here is a [link](#) to the vacancy announcement which closes January 31.

WG-7 Motor Vehicle Operator. Here is a [link](#) to the vacancy announcement which closes January 31.

Here's a [link](#) to all the announcements for vacancies at the Madison VA this week.

Did You Know...?

Did you know that the Madison VA has expanded its improvement program? Our new Robust Improvement System uses a variety of the most effective methods available to get results. It was designed with the help of **Stephanie Schilling, Andrew Wilcox, Dyan Lesnik, Amanda Hawkins, Elizabeth Fayram, Abraham Rabinowitz, Angie Rickard, Rebecca Strini, and Eric Ayala.** Part of this system includes a facility project list hosted on the Robust Improvement System SharePoint (click on the Project Registry tile to open). We ask that you please register projects that showcase the great improvement work going on at the Madison VA. Additionally, there are new training opportunities (e.g., change management, project management, yellow belt, etc.) with more classes to be added in the future. Check out this great training catalog with active links that take you right to TMS to register. Thanks to OI and the group that worked on this project! I'm sure it will serve us well going forward.

I think that does it for this week. I hope you have a great weekend and can get out to enjoy the "warm" weather.

John

Suicide Prevention is Everyone's Business. **#BeThere.**

