



**Department of Veterans Affairs (VA)
VA MIDWEST HEALTH CARE NETWORK
Veterans Integrated Service Network (VISN) 23
Network Update
November 2013**
www.visn23.va.gov



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The American Cancer Society, Great American Smokeout is November 21, 2013. Make a plan to quit – or plan in advance and quit smoking for just one day.

Don't give up on quitting! No matter how long you've smoked or how many times you've tried to quit, you **can** be smoke-free.

VA can help you succeed. Talk to your VA health care provider about how to quit smoking, including getting medication to improve your chances of quitting and a referral to a VA smoking cessation clinic.

Smoking is the leading preventable cause of premature death and a leading cause of illness and mortality.

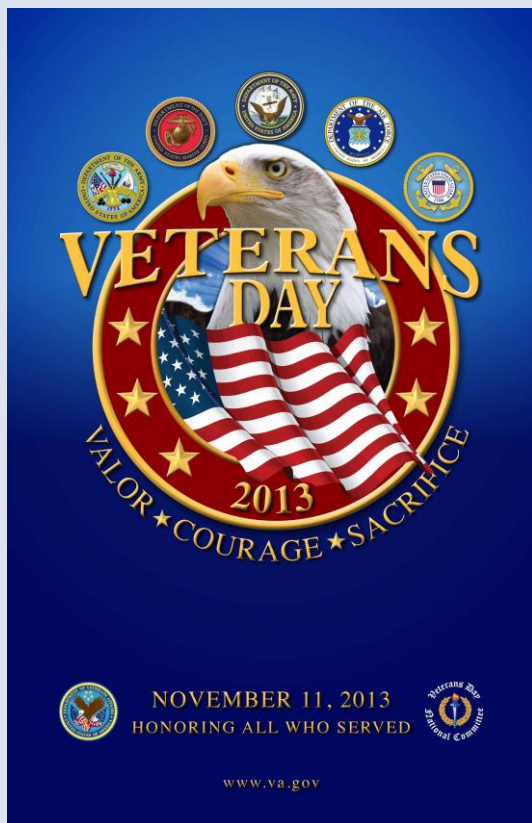
Approximately 70 percent of all smokers say they want to quit, but even the most motivated may try to quit five or six times before they are able to quit. Over 3 million Americans successfully quit smoking every year.

To help Veterans quit smoking and tobacco use, VA offers:

1. Screening for tobacco use during primary care visits
2. Individual counseling
3. Prescriptions for nicotine replacement therapy, such as a nicotine patch or gum, or other medications
4. Participation in evidence-based smoking cessation programs

Learn more at <http://www.publichealth.va.gov/smoking/>

Free Stay Quit Coach download from: [iTunes](#) ([iOS](#))* Stay Quit Coach will be available for Android devices in Fall 2013.



While our fallen warriors are remembered on Veterans Day, the holiday is also intended to thank and honor all those who served honorably in the military - in wartime or peacetime. Celebrate Veterans Day by participating in local Veterans Day ceremonies.

National Prosthetic and Sensory Aids Service Week – November 3-9



VA Prosthetic and Sensory Aids Service (PSAS) is the largest and most comprehensive provider of prosthetic devices and sensory aids in the world. Although the term "prosthetic device" may suggest images of artificial limbs, it actually refers to any device that supports or replaces a body part or function. PSAS provides a full range of equipment and services to Veterans. These range from items worn by the Veteran, such as an artificial limb or hearing aid; those that improve accessibility, such as ramps and vehicle modifications; to devices surgically placed in the Veteran, such as hips and pacemakers. Currently over 45% of all Veterans enrolled in VA health care benefit from the items and services provided by PSAS. In this Network PSAS serves over 138,385 Veterans and spends over \$106 million annually to provide prosthetic devices, items and services. To learn more log on to the VA's Prosthetic and Sensory Aid Service website at <http://www.prosthetics.va.gov/index.asp>



HBO to Air Documentary on Veterans Crisis Line



HBO will air a documentary on the Veterans Crisis Line (VCL) on Veteran's Day. Jan Kemp, VA Mental Health Program Director, said the film is 'fantastic'. According to Kemp, the film speaks to the incredible work Veteran Crisis Line and VA mental health staff does to serve Veterans. The HBO Documentary - "Veterans Crisis Line, Press 1", is a powerful 'cinema verite'-style film aimed at highlighting the positive work of the VCL since its inception, and focusing on multiple call responders and staff members at the crisis hotline who experienced successful rescues. VCL's hotline toll free

number will be included in on-air and web promos for the upcoming documentary beginning Nov. 4. For additional information, see synopsis and link to HBO's documentaries page at, <http://www.hbo.com/documentaries/crisis-hotline-veterans-press-1/synopsis.html>



New Location for Chippewa Falls, WI CBOC



The Minneapolis VA Health Care System's Chippewa Falls, WI, Community Based Outpatient Clinic (CBOC) will be expanding into a new location in 2014. On Oct. 17, the VA announced an award of \$1.5 million to Mid-States Development of Eau Claire, WI, to develop space at 475 Chippewa Mall Drive, in the NorthRidge Center, for a 12,150 square foot clinic. The new clinic is more than twice the size of the **current CBOC**, located at 2503 County Hwy I in Chippewa Falls. "We are looking forward to continuing to provide the best care we can to Veterans in a new state-of-the-art clinic," said Clyde Markon, MD, medical director of the Minneapolis VA's network of 11 CBOCs in Minnesota and western Wisconsin. Design of the new clinic space will begin immediately with construction anticipated to commence

in February 2014 with occupancy in late 2014. The space will provide primary care, mental health counseling, telemedicine services, social work, pharmacy and radiology. An **Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) program** case manager will also be housed in the clinic. The VA will lease the space for 10 years, with a renewal for up to 20 years, with an annual rent of \$313,242. The VA has operated a CBOC in Chippewa Falls since 1998. In 2012, the clinic served 3,938 unique patients. See more at:

<http://www.minneapolis.va.gov/MINNEAPOLIS/features/New-Location-Chippewa-Falls-VA-Clinic.asp#sthash.bPYeNbM7.dpuf>



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New Phone Menus at St. Cloud VA Health Care System



Beginning October 1, when Veterans dial the St. Cloud VA main phone number (320-252-1670 or 800-247-1739), they will hear a new greeting and new phone menu options. The new menus are part of a VA-wide effort to standardize the recorded messages and directories at all VA hospitals and clinics. The goal is to ensure that Veterans everywhere know how to reach the appropriate person or department, no matter which VA facility they are calling, and to make the most used options more readily accessible. Veterans are asked to be mindful that the menu options have changed.

Iowa City VAMC Serves Up “Dine on Demand”



Nowadays, the smell of food wafting from the kitchen flows through the first floor hallway at the VA Medical Center in Iowa City at any time of day. On January 23, 2013 the Iowa City VAHCS became the first VA in the nation to “go live” with a room service program they call “Dine on Demand.” The idea behind letting the patient choose what they want to eat and when they want to eat it came from neighboring Iowa City hospitals. “The idea of implementing a room service model for feeding patients is important to me because food is one of the only things our Veterans have to look forward to when hospitalized,” said Carla Deaton, food service supervisor at the Iowa

City VA HCS. “Allowing them (Veterans) to choose their meals within the confinements of their prescribed diet is one way we can make their stay a more positive experience,” said Deaton. The process began with the purchase of computer software called Hospitality Suites that the tray staff uses to record phoned in orders, which also contains the Veterans specific dietary restrictions. Patients have two menus to choose from, a healthy diet menu and a sodium restricted menu. If the patient asks for something that they can’t have, a red flag will pop up on the computer notifying the person plugging their order into the system that that item is not allowed.

Once the order is placed the food is made fresh with a 45 minute arrival time. The VA kitchen looks more like a restaurant kitchen now than it ever has in the past. On any given day someone could walk into the kitchen and see one of the chefs scrambling up an omelet with fresh ham, cheese, and tomatoes. Since the program began more guests have been ordering food than ever before and the amount of plate waste (leftover food) has dramatically decreased. During the first month of room service operation, Iowa City VAHCS food service had a plate waste savings of \$.88 per meal. The service is open from 6:30 a.m. to 6:30 p.m., seven days a week with staff also able to order a tray for \$5 once the canteen has closed. “It makes my heart smile when I receive comments and compliments from patients and staff regarding our accomplishments thus far, and will do whatever it takes to continuously improve upon our room service model,” said Deaton. For more information log on at [http://www.iowacity.va.gov/IOWACITY/features/iowa City VA Serves Up Dine on Demand.asp](http://www.iowacity.va.gov/IOWACITY/features/iowa%20City%20VA%20Serves%20Up%20Dine%20on%20Demand.asp)

November is American Diabetes Month

Learn more about taking control
of your Diabetes **today!**



Veterans Health Library

Your source for health information *

www.veteranshealthlibrary.org/diseasesconditions/Diabetes/

Calendar of Events – November 2013

- Nov. 1 - Tobacco Cessation –2:00 PM - 3:00 PM (CST) Sioux Falls VAMC Room F07
- Nov. 1 - Walk-in flu clinics at Omaha VA Medical Center –I 7:00 AM - 4:00 PM (CST) Omaha VAMC
- Nov. 1 - Walk-in Flu Clinic at Norfolk VA Clinic –I 8:00 AM - 3:30 PM (CST) 710 S 13th, Suite 1200, Norfolk NE
- Nov. 1 - Walk-in Flu Shot Clinic at O'Neill VA clinic – 8:00 AM - 5:00 PM (CST) 555 E. John Street, O'Neill, Neb.
- Nov. 1 - Grand Island VA Walk-in flu clinics – 8:30 AM - 4:00 PM (CST) 2201 N. Broadwell Ave, Grand Island, Neb
- Nov. 1 - Walk-in Flu Shot Clinics-Shenandoah, Iowa, VA Clinic – 9:00 AM - 3:00 PM (CST) 512 S Fremont, Shenandoah, Iowa
- Nov. 1 - Walk-in Flu Shots at Bellevue VA Clinic – 9:00 AM - 3:00 PM (CST) lower level of Ehrling Bergquist Clinic
- Nov. 1 - Walk-in Flu Shots at North Platte VA Clinic – 9:00 AM - 4:00 PM (CST) 600 East Francis, Suite 3, North Platte, NE
- Nov. 1 - Walk-in Flu Clinics at Holdrege VA Clinic – 1:00 PM - 4:00 PM (CST) 1118 Burlington St, Holdrege, NE
- Nov. 1 - Red Cross Blood Donation - Health and Wellness 9:00 AM - 2:00 PM (CST) Minneapolis VAMC, Flag Atrium
- Nov. 2 - Omaha, Neb., VA Stand Down – 9:00 AM - 2:00 PM (CST) Exhibition Hall at the Omaha Civic Center
- Nov. 4 - Radio talk show – 8:10 AM - 8:45 AM (CST), AM 1450 KNSI, St. Cloud listening area
- Nov. 4 - VA Pantry-Lincoln – 10:00 AM - 12:00 PM (CST) Omaha VAMC Building 105, Room 50
- Nov. 5 - Walk-in flu clinics at Omaha VA Medical Center – 6:00 AM - 6:00 PM (CST) Omaha VAMC (Blue Clinic)
- Nov. 5 - Red Cross Blood Donation - Health and Wellness 11:30 AM - 5:25 PM (CST) Minneapolis VAMC, Flag Atrium
- Nov. 8 - Celebration of Caregivers – 11:00 AM - 1:00 PM (CST) Auditorium (Bldg. 8), St. Cloud VAMC
- Nov. 8 - Tobacco Cessation – 2:00 PM - 3:00 PM (CST) Sioux Falls VAMC Room F07
- Nov. 9 - Walk-in flu shot clinics at Omaha VA Medical Center – 7:30 AM - 1:30 PM (CST) Omaha VAMC (Blue Clinic)
- Nov. 10 - 2013 Veterans Day Parade and Social – 1:00 PM - 3:00 PM (CST) St. Cloud VAMC
- Nov. 11 – Veterans Day – Honoring All Who Served – Federal Holiday
- Nov. 11 - 2013 Veterans Day Observance Ceremony – 1:30 PM - 3:00 PM (CST) Bldg. 8 (Auditorium), St. Cloud VAMC
- Nov. 11 - Service of Remembrance –1:30 PM - 2:30 PM (CST) Sioux Falls, VA - Front Lobby
- Nov. 15 - Southwestern Minnesota Veterans' Law Clinic – 12:00 PM - 2:00 PM (CST) Montevideo CBOC
- Nov. 15 - Tobacco Cessation – 2:00 PM - 3:00 PM (CST) Sioux Falls VAMC Room F07
- Nov. 15 - Lincoln VA Coffee House – 11:00 AM - 1:00 PM (CST) Canteen on the ground floor, Lincoln VAMC
- Nov. 19 - Law Clinic – 12:00 PM - 2:00 PM (CST) St. Cloud VAMC /Building T-100
- Nov. 20 - Voices for Veterans radio show – 8:10 AM - 8:45 AM (CST) AM 1240 WJON, St. Cloud listening area
- Nov. 22 - Tobacco Cessation – 2:00 PM - 3:00 PM (CST) Sioux Falls VAMC Room F07
- Nov. 28 - Thanksgiving Day – Federal Holiday
- Nov. 27 - VA and Community Book Club –7:00 PM - 8:30 PM (CST) Room 107, Lincoln VAMC
- Nov. 29 - Tobacco Cessation –2:00 PM - 3:00 PM (CST) Sioux Falls VAMC Room F07

* Dates and times are correct as of Oct. 30, 2013. Information may change, please check local VA Health Care System websites for the latest information.

For More information, call the Network Office at (651) 405-5600 or
Log on at www.visn23.va.gov or email sharyl.schaepe@va.gov