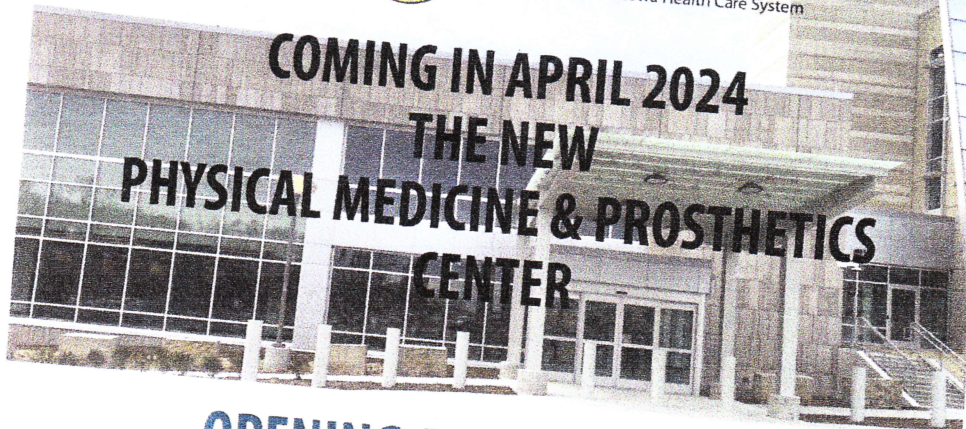


VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Nebraska-Western Iowa Health Care System



**COMING IN APRIL 2024
THE NEW
PHYSICAL MEDICINE & PROSTHETICS
CENTER**

OPENING APRIL 15, 2024!
Please open to learn more!

The Physical Medicine and Prosthetics Center will open April 15, 2024!! No action is needed at this time. If you have an appointment on or after April 15, 2024, please ensure you go to the new Physical Medicine and Prosthetics Center for this appointment.

Physical Medicine (PT/OT):

Monday - Friday
7:30 AM - 4:30 PM
402-995-3650

Prosthetics:

Monday - Friday
8:00 AM - 4:30 PM
402-995-4707

Clinical Services Provided

- Outpatient Physical Therapy
- Balance and Neurological Physical Therapy
- Pelvic Floor Physical Therapy
- Outpatient Occupational Therapy
- Wheelchair and Seating Clinic
- Amputee Clinic
- Orthotic, Prosthetic, Pedorthic Services
- Durable Medical Equipment



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**VA Nebraska Western Iowa Health Care System
Volunteer Engagement Team Notes
Wednesday, March 20th 2024, 1:30-2:30pm**

These are the notes from our January Volunteer Engagement Team (VET) Meeting. The VET serves as a vehicle for the Volunteer voice, as internal advocate for volunteers, and a venue to provide input on operations and strategic plans for NWI.

If you have topics, you would like discussed or presented at the meetings, please reach out to Team Members: Lynn Corbeil, Jim Mays, David Franzen, Earl Berky, Steve Hamm, Allen Guidry, Yvonne Surber and Charles Kelly. Of course, Cynthia, Jennifer, Heather, Sarah and Tracy can assist also.

Importantly I want to thank you for your service. It's worth repeating that **YOU** make the difference. **You** create the welcoming environment for our veterans. **You** are the first and last people they see. **You** assure it feels like it is their place.

■ **Upcoming Events:**

- March 28th 1pm – 2pm CDCE CONNECT Training

-- CONNECT Training will include Patient Advocates, CDCE, Transportation, and Fisher House staff

- Mar 29, Vietnam War Veterans Day Commemoration

-- Pins will be given to Vietnam War Veterans throughout the week of March 25-29th.

-- On March 29th from 11am – 1pm CDCE staff and some VAVS groups will have tables to give out treats, hand out popcorn, and other freebies. VAVS groups that will be volunteering their time include

Paula Pillen (American Legion Aux. Nebraska), Karen Fitzgibbons, Ann Cox, and Marta Dempsey (Daughters of American Revolution), and Marcia Jones (Military Order of Cooties Aux.) and Janice Holtz (VFW Aux. Post 2503

- **VAVS Quarterly Meetings:** 3 Apr @ Grand Island, 24 Apr @ Omaha, 25 Apr @ Lincoln
 - **22-26 Apr, Volunteer Appreciation Week:** CDCE Pre-Wash planning session on 4 APR.
 - **30 Apr, Volunteer Appreciation Banquet (Theme: Casino Night)**
 - Hours for the banquet are tentative from 5pm to 8pm. Once things are finalized, we will send out invitations to all volunteers. Hope to see you all there!
 - **11-18 May, Festival Week – Denver Colorado,**
 - 5 veteran representatives invited from NWI (1 artist, 3 writers, and 1 performer)
 - NWI #6 of 67 (Top 10%) VA Facilities sending by total representatives.
 - Most of the travel for the veteran representatives is being donated by Hero Miles and other monetary donations
- **Important Updates/Successes:**
- ***Weekly updates:*** Weekly updates that are provided during the CDCE staff meetings on Monday mornings will now be going into the information desk binders on Monday's. Please read these as they can have some great information!
 - ***Volunteer call outs:*** If a volunteer calls in to the CDCE office saying they'll be out, CDCE staff will let the other Volunteers know so that they're not worried about them and such.
 - ***EMS shortage:*** the VA no longer has a contract with a janitorial company. They were the ones who mostly did the sweeping, trash removal, dusting, etc. It's now all under EMS which is currently understaffed. They are asking that when trash is full, to tie up the bag and put in front of the info desks to be picked up. If bags aren't being picked up, let a CDCE staff member know. Also, if a volunteer calls EMS to clean

up a spill or anything else that is a SAFETY

HAZARD and it hasn't been fixed in a couple of hours, let a CDCE staff member know.

- **Guitars 4 Vets:** they're back! They will be coming twice a month to play for various inpatient wards and in the ACC hallway. One of the guitar players does need to check out a scooter to be able to get around.

- **Joint Commission Annual Inspections:** We are currently "in the window" for the Joint Commission to come and do a survey of our hospital. CDCE staff will update information desk binders and train volunteers on the process on what to do when the Joint Commission comes in.

- **Morning Coffee Service (new Bob Tues & Weds; need Mon/Thurs/Fri):** We currently have a new volunteer who will be assisting with brewing and distributing our coffee carafes in the mornings on Tuesday and Wednesdays. We are still in need of someone for Monday, Thursday, and Friday mornings. We are asking if current morning volunteers can help us until we find a volunteer for these days.

■ **Questions, comments, concerns:**

Best Practice Idea: Great Customer Service is to ESCORT veterans and their guests to the area they need to go to!

- **ACC Elevator Signs?:** There used to be signs on the Ground and 1st floors pointing to where the elevators are, as veterans continue to walk past them. We will need to ask interior design where they went.

- **DAV/VTS/Shuttle drop offs?:** We will need to look into talking to drivers for DAV, VTS, and the parking lot shuttles to ask veterans where they're appointments are to help facilitate dropping them off at the closest door/building entry. For example, if they're appointment is in the ACC, they should be dropped off at the Acc clinic doors. Many times they are dropped off at the main hospital entrance and then either need to walk or be escorted by a volunteer to the ACC. If we are low on volunteers on a particular day, it can be a challenge to maintain the info desk with a person to assist others.

- **Analog clock in ACC?:** we will ask interior design if it's possible to put one in on the ground level

- **Main info desk location arrow for lab?:** Can an arrow be added to the locations sign above main info desk to show where lab is? Some vets turn

the wrong way and end up in MRI. We can ask interior designs about this.

- **Can charging stations with USB ports be installed in the waiting areas of the ACC?** We will need to ask and work with interior design on this.

Chair: CDCE Chief Michael Ingram – was absent from this meeting due to training

CDCE Representatives: Tracy Forman and Heather Shelley

Members Role Call:

Present: Jim Mays, David Franzen, Allen Guidry, Steve Hamm, Charles Kelly

Next Meeting: Wednesday, April 17th at 1:30pm