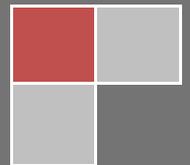


Changing lives. One Veteran at a time.

Health Professional Trainees Information Packet

Academic Year
2019/2020

VA North Texas
Health Care System



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA North Texas Health Care System

Our Beliefs

Mission: *"Honor America's Veterans by providing exceptional health care that improves their health and well-being."*

Vision: *"To be the health care provider of choice for our Veteran patients by ensuring a continuous focus on Quality, Safety and Value, Patient Centered Care, and Servant Leadership."*

Core Values (Because I CARE, I Will...)

Integrity Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

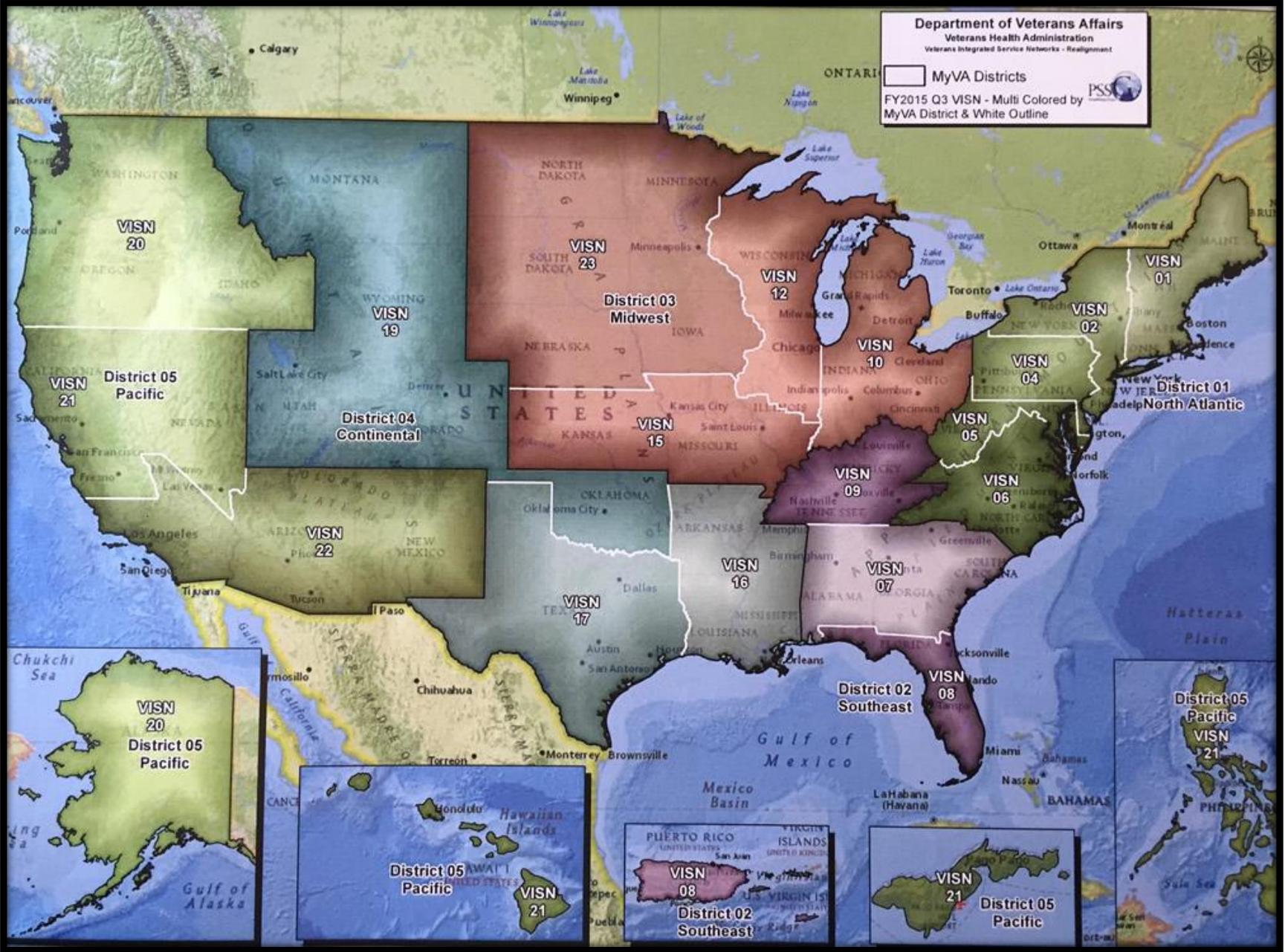


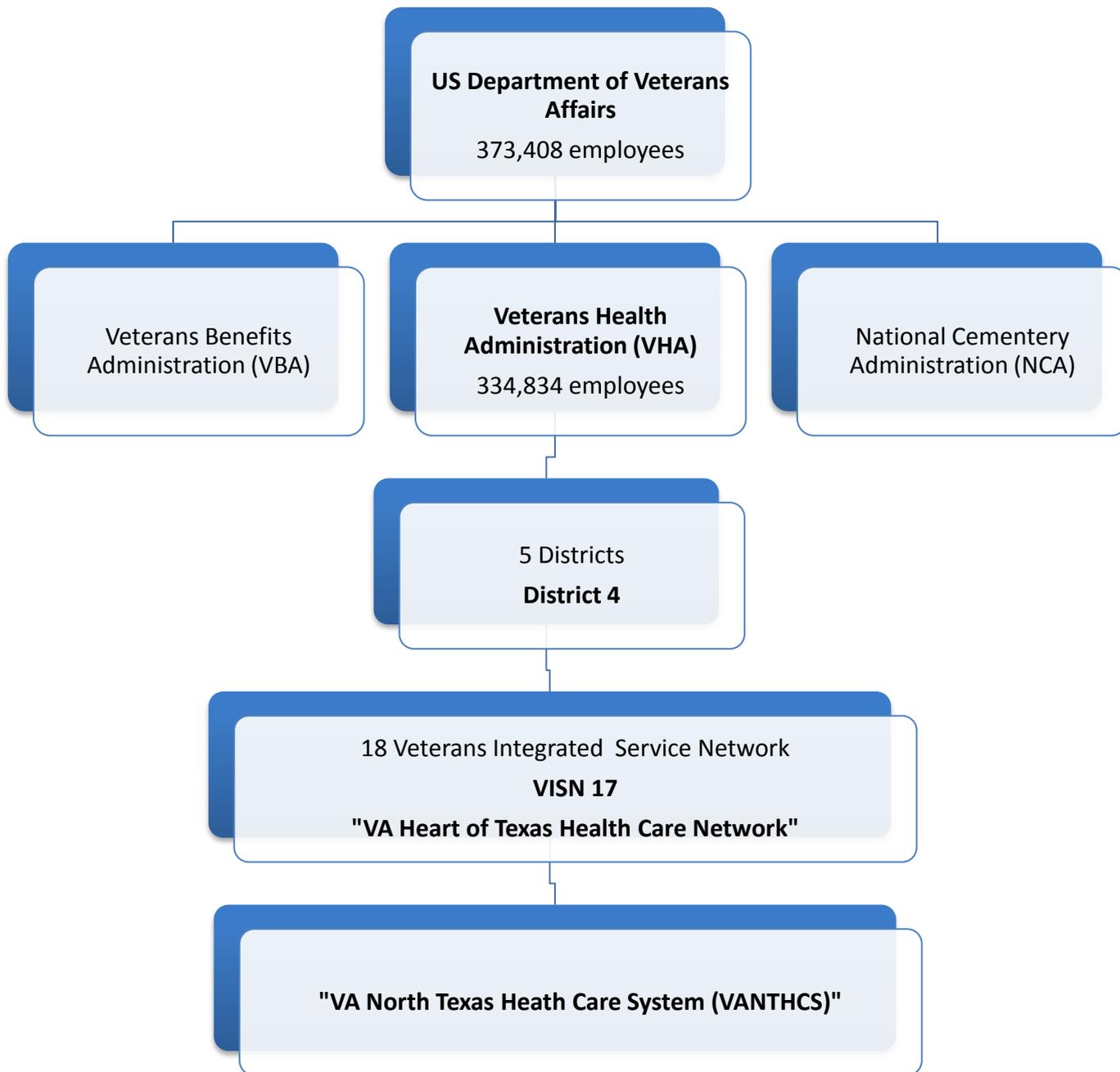
HOW WE DELIVER CARE

Framework for a High Reliability Organization



Department of Veterans Affairs
 Veterans Health Administration
 Veterans Integrated Service Networks - Realignment
 MyVA Districts
 FY2015 Q3 VISN - Multi Colored by MyVA District & White Outline



Budget and Staffing – FY 19 (2nd Largest VA Medical Center)

Operating Budget: \$1,7 Billion

Total Full Time Employees: 5,884

- Physicians: 376 FTEE
 - Staff, Contract, and Fee-Basis
 - Physician Assistants: 73 FTEE
- Nursing: 1,578 FTEE
 - RN: 1,285
 - LVN: 268
- Volunteers: 1,154
- Health Professional Trainees: 3, 631

Health Care Services

- Primary Care Services
- Medical Services
 - Comprehensive inpatient and outpatient services
- Intensive Care Units
- Mental Health
 - Inpatient, Outpatient Care, Domiciliary and Homeless Program
- Surgical Care
- Hospice and Palliative Care
- Spinal Cord Injury Center
- Advanced Imaging Services

Patient Encounters:

- 65,515 Inpatients FY 18
- 1.5 Million Outpatients FY 18

Major Academic Affiliations

- UT Southwestern Medical Center
- University of North Texas Health Science Center
- Texas A&M/Baylor College of Dentistry
- Texas Tech Health Science Center
- University of Texas at Arlington
- Texas Women's University

- El Centro Community College
- Texas Christian University

1902 resident physicians/dentists and medical students rotated 2018/19
1729 associated health trainees rotated in 2018/19

Addresses VHA's #1

***Strategic Goal, to provide personalized,
proactive, patient-driven health care
(PCC) for Veterans.***

Construction

- Clinic Expansion for Mental Health
- Long Term Spinal Cord Injury Unit
- Ambulatory Surgery Center
- Emergency Room Expansion Project

Patient Centered Care Grant: HMMM-V

- Project Goal:
 - Provide outreach to the homeless Veteran population on location (i.e, bridges)
- Services Provided:
 - Primary Care
 - Mental Health
 - Social Work
 - Benefits/Enrollment
 - Basic Lab

Emergency Information (Called from VA phone, not cell phone)

Fire	911
Cardiac Arrest	911
Medical Emergency	911
Police Emergency	911
Code Gray (Active Threat)	911
Non-Emergency Police	70411
Lost Keys or Lockouts	Call Supervisor

In case of fire R.A.C.E

VA North Texas Healthcare System(VANTHCS) uses the acronym RACE to serve as an easy reminder of the actions required for a fire.

In an ideal situation, the R (rescue) and the A (alarm or alert) will occur simultaneously. If not, the employee must make an informed decision on which order they will perform them based on the situation.

Rescue includes assisting those in need from the fire area to an area of safety, which may be the closest fire zone away from the fire or outside of the building. This may also include the moving of large numbers of people who may need additional staff assistance out of an area. Many beds have wheels on them; unlocking wheels can move people quickly and comfortably. Many impatient beds are equipped with EVACUSLED making the movement of patient easy to accomplish.

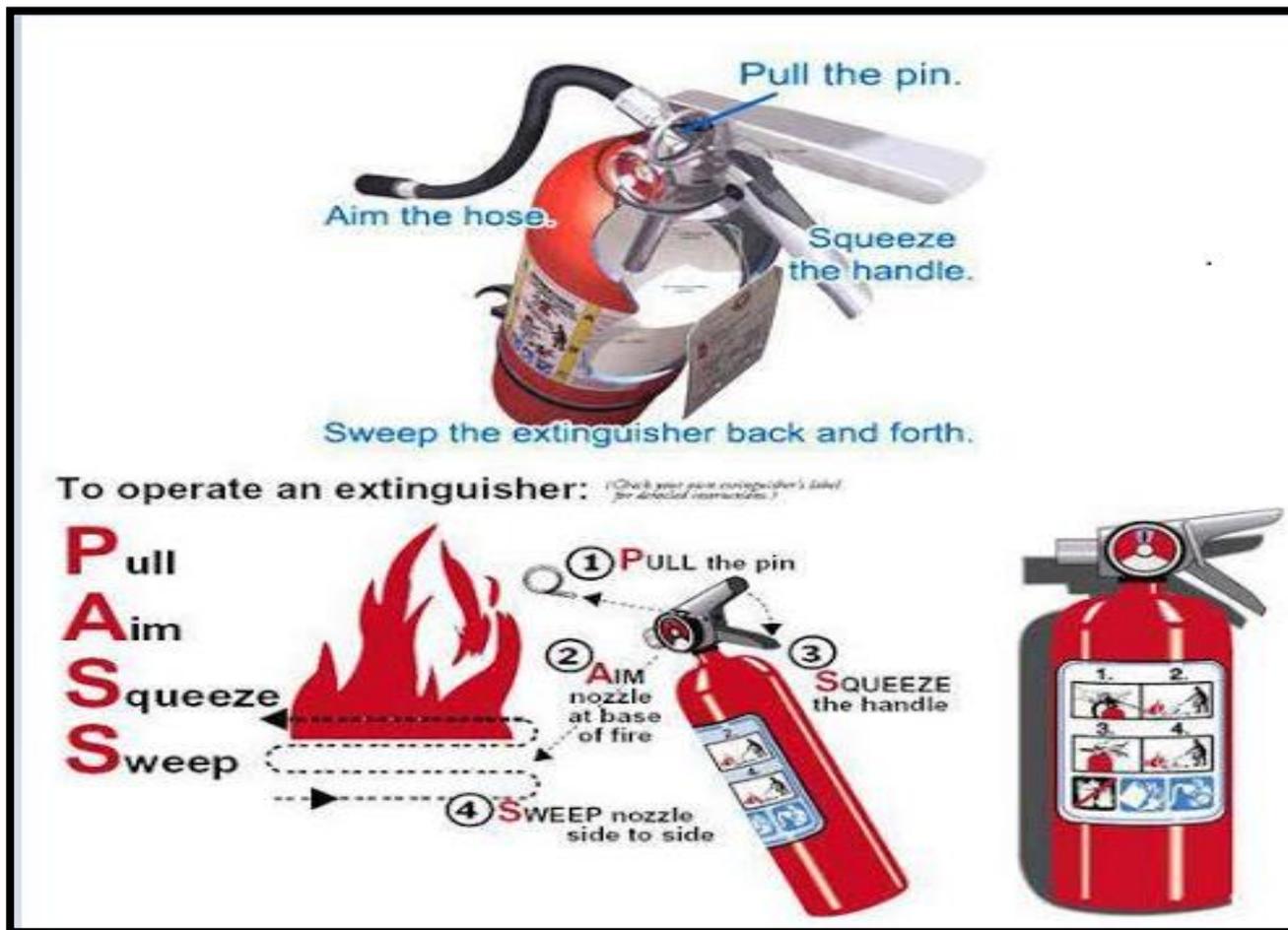
Alarm or Alert may be as simple as telling fellow employees to activate a manual pull station or to call 911. The plan must include early fire department notification. We all know how the first few minutes of a fire can be the difference between life and death.

Containig the fire can be a quick and simple procedure resulting in saved occupant evacuation time and in locating the fire when fire strikes. Suggest closing doors behind the last person leaving an area and closing every door on the way out. Confining the fire limits the migration of heat and smoke as residents are moved horizontally on the floor or out of the building.

Extinguishment is an option for staff members who are competent in using a fire extinguisher and are comfortable that building evacuation is underway and they have a clear, unobstructed exit.



To Use a Fire Extinguisher P.A.S.S.



For your Safety

- Speed limits are radar enforced
- The Police will escort you **to** your car if you call **70411** and make the request
- The Police will escort you **from** your car if you call **214-857-0411** from your cell phone and make the request

Infection Control

- Infection Prevention and control guides and initiatives can be found by going to [Dallas VAMC intranet](#)>clinical resources> Infection Prevention & Control Manual or by using the following link ([Infection Prevention and Control Manual](#))
- Transmission-Based Precautions ([Isolating signs](#))
- VANTHCS displays color-coded signs for patient rooms with precautions
- MRSA directives can be found in the eManual.
- Call Infection Prevention and Control Coordinators (ext 71572) to discontinue precaution
- Everyone is responsible for Infection Control
- CPRS provides an alert for patients with Isolation precautions for the first 14 days of treatment.

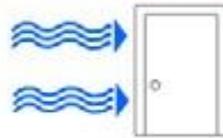
AIRBORNE PRECAUTIONS

Modified 11/16/2012

Standard Precautions PLUS



Employees, students and volunteers who enter airborne isolation rooms must be trained and fit-tested by Safety Service to wear an N95 respirator. Obtain just-in-time training and fit-testing by calling ext. 72080.



- Negative air pressure.
- Keep door closed.
- Keep patient in room.



N-95 Mask Fit Check:

Press nose piece to fit nose and face contour. Pinch and twist chin piece to provide snug, but not excessively tight fit.

Note: Leave sign posted for 1 hour after discontinuation of precautions.

- Persons entering room must wear N95 particulate respirator at all times in room.
- Patient must wear mask when necessary to leave room.
- Document negative air pressure on the "Airflow Isolation Monitor Check Sheet"
- Refer to Isolation Precaution Warning note in CPRS for additional information.

Visitors: Report to nurses' station before entering room

DROPLET PRECAUTIONS

Modified 1/9/2013

Standard Precautions PLUS



Mask with Eye Shield: Wear at all times in room. Have patient wear mask if medically necessary to leave room.

Room: Private room (If necessary, cohort according to Infection Control Manual)

Equipment: Dedicated equipment when possible. Common use equipment must be cleaned and disinfected between patients.

Refer to Isolation Precaution Warning note in CPRS for additional information.

Visitors: Report to nurses' station before entering room

CONTACT PRECAUTIONS

(Approved May 3, 2004)

Standard Precautions PLUS



Gloves
When in room



Gown
When in room



Hand Hygiene
With Alcohol Handrub or Soap
10:31:01 - leaving room.

Room: Private room (If necessary, cohort according to Infection Control Manual)

Equipment: Dedicated equipment when possible. Common use equipment must be cleaned and disinfected between patients.

Cleaning: Daily cleaning of all surfaces with WexCide or Clean-Cide.

Refer to Isolation Precaution Warning note in CPRS for additional information.

Visitors: Report to nurses' station before entering room

CONTACT PRECAUTIONS

Modified February 14, 2013

Standard Precautions PLUS



Gloves
When in room



Gown
When in room



Wash Hands
With soap and water
before leaving room.
Do not use Alcohol Handrub

Room: Private room (if necessary, cohort according to Infection Control Manual)

Equipment: Dedicated equipment when possible. Common use equipment must be cleaned and disinfected between patients.

Cleaning: Daily and discharge cleaning with approved disinfectant; frequent cleaning of high touch surfaces with Clean-Cide.

Refer to Isolation Precaution Warning note in CPRS for additional information.

Visitors: Report to nurses' station before entering room

**Department of
Veterans Affairs**

Memorandum

Date: May 1, 2019

From: ACOS for Education (141)

Subj: Resident Meal Ticket Program

To: Residents

1. We appreciate you being at our medical center and acknowledge and applaud the valuable role you play for our Veterans. We also understand how hard you work and how being "on-call" is not necessarily the best part of your day. We strive to make your working environment pleasant and hope that our meal plan for on-call nights helps in that regard.

2. Meal tickets are provided to the applicable services monthly, the Service Chief or delegated authority from that service is responsible for issuing them to the qualified Residents. They are to be used only by Residents and Fellows staying in the hospital overnight. Meal tickets can be redeemed at the Veterans Canteen Store or Canteen Services during normal operating hours, Monday through Sunday of each week. As an extra courtesy, food is delivered to room B630 on the 6th floor every Saturday for those that are scheduled to work the weekend night shifts.

Ground rules for meal ticket use are as follows:

1. One meal ticket authorized per resident for each overnight shift (4 hours or more).
2. No more than two meal tickets can be redeemed at one time.
3. Meal tickets are for food and drink items only.
4. Meal tickets are void on the date stamped and will not be accepted by Canteen Service.
5. ACOS of Education approving stamp must appear on the meal ticket.
6. The Resident signature and printed name must be filled out on each meal ticket to be honored.
7. Failure to adhere to these rules will result in meal ticket being void.

Thanks for serving our U.S. Military Veterans.



Cynthia Foslien-Nash, PharmD. ACOS/Education

2019-2020 VA North Texas Health Care System Training Coordinators by Service

	POSITION	NAME	EMAIL	PHONE	LOCATION
Anesthesiology and Pain Management					
	Service Chief	John Sum-Ping, M.D.	John.Sum-Ping@va.gov	214-857-1818	CA 5B309
	Admin Officer:	Cher Wheeler	Cher.Wheeler@va.gov	214-857-1885	CA 5B311
	Trainee Coordinator:	Pamela Gilchrist	Pamela.Gilchrist@va.gov	214-857-0386	Clinical Addition Building 2, Room 5B311
Audiology & Speech Pathology					
	Service Chief	Allison Lane	Allison.Lane@va.gov	214-857-0951	Clinical Addition: Building CA, Clinic 9
	Admin Officer:	Araceli Andrews	Araceli.Andrews@va.gov	214-857-0951	Clinical Addition: Building CA, Clinic 9
	Trainee Coordinator:	Araceli Andrews	Araceli.Andrews@va.gov		Clinical Addition: Building CA, Clinic 9
Behavioral Health/ Psychiatry/Geriatric Psychiatry					
	Service Chief	Pushpi Chaudhary, M.D.	PushpiP.Chaudhary@va.gov	214-857-0948	Building 1, Room 232
	Admin Officer:	Hanh Matthews	Hanh.Matthews@va.gov	214-857-0948	Building 1, Room 232
	Trainee Coordinator:	Veronica Vargas	Veronica.Vargas@va.gov	214-857-0530	Building 1, Room 232
Chaplain Service					
	Service Chief	Michael Carter	Michael.Carter@va.gov	214-857-1078	Clinical Addition: Building 1, 1A-107
	Admin Officer:	Vacant	Vacant	214-857-1078	Clinical Addition: Building 1, 1A-107
	Trainee Coordinator:	Robin Booth	Robin.Booth@va.gov	214-857-1078	Clinical Addition: Building 1, 1A-107
Dental/General Dentistry/ Oral Surgery					
	Service Chief	Ronaldo Ramirez	Ronaldo.Ramirez@va.gov	214-857-1096	Building 2
	Admin Officer:	Lashonda Kincaid	Lashonda.Kincaid@va.gov	214-857-1469	Building 2
	Trainee Coordinator:	Tonja Denise King	Tonja.King@va.gov	214.857.1469	Building 2

Diagnostic Radiology					
	Service Chief	Michael I. Ginsburg, M.D.	Michael.Ginsburg2@va.gov	214-857-0172	Clinical addition Bld 2 Room 3B-428
	Admin Officer:	Vacant	Vacant	214-857-0172	Clinical addition Bld 2 Room 3B-428
	Trainee Coordinator:	Carlton Ingram	Carlton.Ingram@va.gov	214-857-0183	Clinical addition Bld 2 Room 3B-428
	Support	Esque Walker	Esque.Walker@va.gov	214-857-1634	Clinical addition Bld 2 Room 3B-428
Medical Service and Sub-Specialties					
Cardiovascular Disease, Dermatology, Endocrinology & Metabolism, Gastroenterology /Hepatology, Geriatrics, General Internal Medicine, Hematology & Medical Oncology, Infectious Disease, Internal Medicine, Nephrology, Palliative Care, Neurology, Pulmonary Disease , Rheumatology , Transitional Year Interns/Emergency Medicine Interns					
	Service Chief	Richard T. Miller, M.D	Richard.Miller5@va.gov	214-857-1460	Bldg 2 B827A
	Admin Officer:	Ruth Kirkland	Ruth.Kirkland@va.gov	214-857-1460	Bldg 2 B828
	Trainee Coordinator:	Vicky Robertson	Vicky.Robertson@va.gov	214-857-1580	Bldg 2 B801
	Trainee Coordinator:	Brandy Ruiz	Brandy.Ruiz@va.gov	214-857-1626	Bldg 2 B804
Nuclear Medicine					
	Service Chief	Irfan M. Farukhi, M.D	IrfanM.Farukhi@va.gov		Clinical addition Bldg 2 Room 3B-634A
	Admin Officer:	Brittany Saladino	Brittany.Saladino@va.gov	214.857.0138	Clinical addition Bldg 2 Room 3B-634
	Trainee Coordinator:	Vacant	Vacant	214-857-0128	Clinical addition Bldg 2 Room 3B-634B

Nursing					
	Service Chief	Gwendella Robinson	Gwendella.Robinson@va.gov	214-857-1197	Executive Office
	Admin Officer:	Samuel Jones	Samuel.Jones@va.gov	214-857-0054	Executive Office
	Supervisor	Tiffany Grant	Tiffany.Grant@va.gov	214-857-2226	Clinical Addition:Building 2, A922 B
	Trainee Coordinator:	Patricia Payne	Patricia.Payne@va.gov	214-857-4031	Clinical Addition:Building 2, A922 B
Nutrition & Food					
	Service Chief	Traci Steinert	Traci.Steinert@va.gov	214-857-0093	Clinical Addition: Building 2 2B 307B
	Admin Officer:				
	Trainee Coordinator:	Cynthia Freeman	Cynthia.Freeman@va.gov	214-857-0093	Clinical Addition:Building 2, 2B-307B
Pathology & Laboratory Medicine					
	Service Chief	Robin H. Amirkhan, M.D	Robin.amirkhan@va.gov		Building 2, 1B-452
	Admin Officer:	Darrick.Hopkins@va.gov	Darrick.Hopkins@va.gov	214-857-0729	Building 2, 1B-452
	Trainee Coordinator:	Keleigh Garland	Keleigh.Garland@va.gov	214-857-0684	Building 2, 1B-452
Pharmacy					
	Service Chief	Anquan Brown	Anquan.Brown@va.gov	214-857-0558	Clinical Addition Building 1, 1B520
	Admin Officer:	Stephanie Carey	Stephanie.Carey2@va.gov	214-857-0558	Clinical Addition Building 1, 1B520
	Trainee Coordinator:	Stephanie Carey	Stephanie Carey	214-857-0570	Clinical Addition Building 1, 1B520
Physical Medicine and Rehabilitation					
	Service Chief	Weibin Yang, M.D.	Weibin.Yang@va.gov	214-857-1010	Clinical addition Bldg 2, 2C-225
	Admin Officer:	Eileen Fairley	Eileen.Fairley@va.gov	214-857-1010	Clinical addition Bldg 2, 2C-225
	Trainee Coordinator:	Roslyn Price	Roslyn.Price@va.gov	214-857-1323	Clinical addition Bldg 2, 2C-225

Social Work					
	Service Chief	Kim Fite-Thurston	Kimberly.Fite@va.gov	214-857-0388	Building 1, 2 nd Floor, 201 (SWS Admin Office)
	Admin Officer:	Cynthia Cross	Cynthia.Cross@va.gov	214-857-0896	Building 1, 2 nd Floor, 201 (SWS Admin Office)
	Trainee Coordinator:	LaTisha Thomas	Latisha.Thomas@va.gov	214-857-4551	Building 1, 2 nd Floor, 201 (SWS Admin Office)
Surgery and Sub-Specialties					
General Surgery, General Surgery, Neurological Surgery, Ophthalmology, Orthopedic Surgery, Otolaryngology, Plastic Surgery, Thoracic Surgery, Urology					
	Service Chief	John Modrall	John.Modrall@va.gov		Clinical Addition Building 2 A550
	Admin Officer:	John Loughlin	John.Loughlin@va.gov	214-857-1801	Clinical Addition Building 2 A550
	Trainee Coordinator:	Fatina Ford	Fatina.Ford@va.gov	214-857-1800	Clinical Addition Building 2 A550

Mandatory Training for Trainees (MTT) and Computerized Personal Record System (CPRS)

Dear VA Health Professions Trainee,

Prior to your rotation entrance and issuance of computer access, you must complete a mandatory training program through the VA Talent Management System (TMS). TMS allows web-based training for coursework completion through your personal computer. The mandatory training program you are required to complete is **VHA Mandatory Training for Trainees (MTT)**. This comprehensive on-line course takes approximately 3.5 hours to complete. Once you complete the training email your certificate of completion to your VA training coordinator. He/ she will request your computer and information systems access without this certificate of completion (PDF file). *Do Not Lose this File!*

Detailed Instructions on how to create a TMS account, update your security questions, as well as how to complete this training see the Power Point attached to this package.

Your certificate should look like this example



Trouble-shooting and Assistance

Due to software compatibility issues please follow these recommendations:

1. Use Internet explorer to open TMS (Users have experienced errors due to security issues with Fire Fox, and Chrome).
2. Ensure that your window zoom is at 100% (To increase or decrease window zoom Click simultaneously the CTRL key and “+” key or CTRL key and “-” key.

If the issue persists, check your computer compatibility with TMS by clicking the following link [Check TMS Compatibility](#). This automated tool confirms the existence of basic, required software on the computer you are using to complete this training. If the basic requirements are not present download the recommended software or use a different computer to complete your training.

3. If you need further assistance (password resets, account unlocks, etc.) please “**contact your VA Training Coordinator**” he/ she is your TMS department administrator (To ensure that users are assisted each service has at least one TMS Administrator, only administrators can submit orders to the Facility Training Managers, and only those Training Managers should be contacting the National Service Desk on a regular basis). **Please contact them for any VA Access issues.**
4. Only during emergencies (Ex. The user is on call over night or during weekend days and requires immediate MS assistance) users are encourage to call the National Service Desk (NSD) 1-866-496-0463 since the NSD only provides temporary resolution to the problem (Ex. Account reactivation for only 24HRS) and will refer the issue back to VAMC for permanent resolution

Computerized Personal Record System (CPRS) Training

- Single, integrated Computerized Patient Record System (CPRS) used throughout the Veterans Health Administration in all health care settings (inpatient, outpatient, long-term care)
- Delivers an integrated record covering all aspects of patient care and treatment
- Elimination of duplicated tests and reduction of medical errors accounted for 86% percent of savings
- Coordinates care among different providers
- Advances the delivery of appropriate, evidence-based medicine
-

Before starting rotation at VANTHCS, complete CPRS training

- <http://www.vehu.va.gov/cprstraining/>
- 1-2 hours
- Good overview

Print certificate and keep copies when completed.

Resources at your disposal

- [VALNET remote access](#)

The **Veterans Affairs Library Network (VALNET)** is the largest health care library network in the United States, providing library services and resources to Veteran inpatients and outpatients, their families, and caregivers; Department of Veterans Affairs (VA) staff and employees; and students and trainees in affiliated teaching programs.