Changing lives. One Veteran at a time.

Health Professional Trainees Information Packet

Academic Year 2018/2019

VA Core Values-"ICARE"- Integrity, Commitment, Advocacy, Respect and Excellence
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.
Framework for a High Reliability Organization

HOW WE DELIVER CARE

Quality, Safety and Value
- High Performance Network
- Best Practices

Patient Centered Care
- Access
- Veterans First: Trust in VA Care

Servant Leadership
- Employee Experience
US Department of Veterans Affairs
373,408 employees

Veterans Benefits Administration (VBA)

Veterans Health Administration (VHA)
334,834 employees

National Cemetery Administration (NCA)

5 Districts
District 4

18 Veterans Integrated Service Network
VISN 17
"VA Heart of Texas Health Care Network"

"VA North Texas Health Care System (VANTHCS)"
Budget and Staffing – FY 18 (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 17
- 1.5 Million Outpatients FY 17

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 2017/18
1729 associated health trainees rotated in 2017/18

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

Emergency Information

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<td>Fire</td>
<td>911</td>
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<td>Cardiac Arrest</td>
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<tr>
<td>Medical Emergency</td>
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<td>Police Emergency</td>
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<td>Code Gray (Active Threat)</td>
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<td>Non-Emergency Police</td>
<td>70411</td>
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<td>Lost Keys or Lockouts</td>
<td>Call Supervisor</td>
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**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.

**Contain**ing 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.

**Extinguish**ment 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**

**Standard Precautions PLUS**

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

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.

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.

Visitors: Report to nurses’ station before entering room

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**DROPLET PRECAUTIONS**

**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

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**CONTACT PRECAUTIONS**

**Standard Precautions PLUS**

- Gloves When in room
- Gown When in room
- Hand Hygiene: With Alcohol Handrub or Soap

**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

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**CONTACT PRECAUTIONS**

**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
Memorandum

Department of Veterans Affairs

Date: December 17, 2018

From: ACOS for Education (141)

Subj: Resident Meal Ticket Program

To: Residents

1. Thank you for your work at VA North Texas Health Care System; we acknowledge and applaud the valuable role you play in the provision of Veteran health care. We understand and appreciate your arduous work and being “on-call” and strive to create a comfortable environment of training. Our Medical Center’s Resident meal plan program for those on-call is designed to provide funding for your night shift food.

2. Meal tickets are provided to each applicable service monthly. The Service Chief from each service is responsible for developing a system to issue meal tickets to qualified residents. These meal tickets are to be used only by the residents and fellows that are staying in the hospital overnight. Meal tickets are redeemed at the Veterans Canteen Store or Canteen Service during normal operating hours, Monday through Sunday of each week.

3. **Guidelines for meal ticket usage is as followed:**

   a) Only one meal ticket is authorized per resident for each overnight shift of 4 hours or more.
   b) Only two meal tickets can be redeemed at one time.
   c) Meal tickets are for food and drink items only.
   d) Meal tickets are voided the date stamped on them and will not be accepted by Canteen Service.
   e) The ACOS for Education approving stamp must appear on the meal ticket.
   f) The Resident printed name and signature must be on each meal ticket for it to be accepted.
   g) Failure to adhere to these guidelines will result in the meal ticket being voided.

4. Thank you for your commitment to serving VA and our Military Veterans.

Cynthia Foslien-Nash, PharmD
Associate Chief of Staff for Education
# 2018-2019 VA North Texas Health Care System Training Coordinators by Service

<table>
<thead>
<tr>
<th>POSITION</th>
<th>NAME</th>
<th>EMAIL</th>
<th>PHONE</th>
<th>LOCATION</th>
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<tbody>
<tr>
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<td><a href="mailto:John.Sum-Ping@va.gov">John.Sum-Ping@va.gov</a></td>
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<tr>
<td>Department</td>
<td>Service Chief</td>
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<td>Phone</td>
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<td>Clinical addition Bld 2 Room 3B-428</td>
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<tr>
<td>Support</td>
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<td><a href="mailto:Veronica.Vargas@va.gov">Veronica.Vargas@va.gov</a></td>
<td>214-857-1634</td>
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<td><strong>Medical Service and Sub-Specialties</strong></td>
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<tr>
<td>Cardiovascular Disease, Dermatology, Endocrinology &amp; Metabolism, Gastroenterology /Hepatology, Geriatrics, General Internal Medicine, Hematology &amp; Medical Oncology, Infectious Disease, Internal Medicine, Nephrology, Palliative Care, Neurology, Pulmonary Disease, Rheumatology, Transitional Year Interns/Emergency Medicine Interns</td>
<td>Richard T. Miller, M.D</td>
<td><a href="mailto:Richard.Miller5@va.gov">Richard.Miller5@va.gov</a></td>
<td>214-857-0409</td>
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<tr>
<td>Admin Officer:</td>
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<td>214-857-1460</td>
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<tr>
<td>Trainee Coordinator:</td>
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<td>Trainee Coordinator:</td>
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<tr>
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<td><strong>Nutrition &amp; Food</strong></td>
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<td>Service Chief</td>
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<td>Cynthia Freeman</td>
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<td><strong>Pharmacy</strong></td>
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<td>Service Chief</td>
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<td><strong>Physical Medicine and Rehabilitation</strong></td>
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<td>Service Chief</td>
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<td><strong>Social Work</strong></td>
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<td>Service Chief</td>
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<tr>
<td>Admin Officer:</td>
<td>John Loughlin</td>
<td><a href="mailto:John.Loughlin@va.gov">John.Loughlin@va.gov</a></td>
<td>214-857-1801</td>
<td>Clinical Addition Building 2A550</td>
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<tr>
<td>Trainee Coordinator:</td>
<td>Rebecca Quinn</td>
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<td>214-857-1800</td>
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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

![Certificate of Completion](image)

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.