

Voluntary Service Awards Banquet

VA Connecticut honored its volunteers on March 28 at the annual Voluntary Service Awards Banquet held at the Aqua Turf Club in Plantsville.

Many of VA Connecticut's 625 volunteers attended the banquet and were recognized for the valuable service they provide. In fiscal year 2003, volunteers provided more than 92,648 hours of service to Connecticut's veterans. Chief of Voluntary Service **Gloria Jorel**, who presided over her last awards banquet, received a certificate of appreciation from Director **Roger Johnson** for her 12 years of service at VA Connecticut. Gloria will be retiring in September after 32 years of government service.

Nationally, VAVS volunteers have donated more than 533 million hours of service since 1946. There are currently 91,000 active VAVS volunteers who in fiscal year 2003 contributed nearly 13 million hours of service.

Congratulations and thank you to all.



Tom McBride, mayor of Newington (center), presented volunteers Al Faticoni and Rita Golden with a Special Recognition Award for their service to veterans at the Newington campus. Al has volunteered for more than 50,000 hours and Rita more than 40,000 hours.

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Events

Red Cross Blood Drive
West Haven - Donaldson
April 20
7 a.m. to 4 p.m.

“East Meets West”
Education Program for
Professional Nurses
West Haven - Donaldson
April 30
7:30 a.m. to 4:30 p.m.

Training
“Prevention & Management of
Disruptive Behavior”
&
“Personal Safety Skills”
April 14 & 30 - May 12 -
June 9 - July 14
West Haven
Hospital Education Conf. Room

For more information on these and other events please see *Good Morning VA Connecticut*.

2004 Voluntary Service Awards Banquet





Dear Staff,

As the Veterans Health Administration strives to be the employer of choice and to continue to deliver the highest quality patient care, it is critical to continually assess employee and organizational satisfaction. In 1999 and 2001, the One VA Survey was administered to all employees VA wide. While the results of these assessments were very useful to VHA Networks and Facilities, there was concern regarding the length of the survey itself and the delay in the delivery of the results. In response to these concerns, the **VHA ALL EMPLOYEE SURVEY** Team has been working over the last year to develop more refined employee satisfaction and organizational assessment surveys that encourage higher response rates and allow for the more timely delivery of results that are specific to the organizational unit level. In the Fall of 2003 the new **VHA ALL EMPLOYEE SURVEY** was piloted in order to validate the new instruments and the new methodologies for full VHA administration in 2004.

Just prior to the survey administration period of April 26-May 14, you will receive a 7-digit code from your supervisor required to participate in the **VHA All Employee Survey**. This 7-digit code only identifies your work group. You will have the option of completing the survey by using the Web Site, telephone, or via paper and #2 pencil. As part of our commitment to becoming the employer of choice and supporting VHA, I ask that you take a few moments to complete the **VHA All Employee Survey**. Be confident that your comments will remain confidential and anonymous.

Thank you in advance for participating in the **VHA All Employee Survey**. When I complete a survey I always ask myself 'What is going to come of this?' It is my intent that the results of these assessments will identify and drive future efforts to further develop and enhance this facility truly making it the ***Employer of Choice!***

Sincerely,
Roger Johnson
Director, VA Connecticut Healthcare System

VHA ALL EMPLOYEE SURVEY APRIL 26—MAY 14

The **VHA ALL EMPLOYEE SURVEY** will be the voice needed to continue to deliver world-class service to America's veterans and their families. That is why every one of us comes to work every day...to care for our veterans. Our mission to care for veterans is unique. We must listen to employees in order to accomplish this unique mission.

At the core of an energized and motivated workforce is the quality of the one-on-one relationship that individual workers have with their managers and with one another. The **VHA ALL EMPLOYEE SURVEY** will allow us to look at your specific workgroup. Looking at specific workgroups allows the members of the workgroup to then decide how to make improvements or changes in order to follow through on our unique mission. Recent research suggests that employee job satisfaction may be more directly related to the overall sustained success of their organization than to their own individual achievements. Not surprisingly, studies suggest that organizations with satisfied employees tend to be more successful than those whose employees are not satisfied.

Employees are the foundation of the Department of Veterans Affairs and the key to its success. The mission of caring for our veterans can come to life only through the efforts of a workforce with the capabilities, competencies, commitment, and compassion to make it happen. Investing in, cultivating, and valuing employees is one of the VA's highest priorities. This is why the **VHA ALL EMPLOYEE SURVEY** is your opportunity to speak up and to be heard.

You can complete the Survey:
by phone, on the web, or by
paper and # 2 pencil.

It is easy and only 54 questions.

Five reasons your survey counts:

1. Our mission of providing healthcare to veterans is unique.
2. We face a difficult challenge in accomplishing our mission.
3. We need to listen to employees in order to move forward.
4. This survey will be one way in which you can voice your opinion.
5. VHA is committed to change and improve employee satisfaction.



2004 “Healthcare Heroes”

Essay Contest

Win one of ten \$100 cash prizes!

The Connecticut Hospital Association (CHA) is sponsoring the 2004 “Healthcare Heroes” essay contest to celebrate the miracles that occur at our hospitals every day, and to recognize the role our healthcare professionals play in making these miracles happen.

Whether it’s delivering babies or saving the lives of trauma victims, miracles – both big and small – happen virtually every day at Connecticut hospitals. This year’s essay contest is devoted to stories about these miracles and how healthcare professionals help make them happen.

Not sure how to begin? One way to start is by simply completing the following phrases:

“My personal healthcare miracle was _____,” or

“My co-worker(s) helped make a miracle happen by _____.”

All employees of CHA institutional members (with the exception of CHA and its affiliates’ employees and their family members) are eligible to participate in this contest, and entries from individuals working in both direct patient care and non-clinical areas are encouraged. Written submissions of any format are welcome, including essays, poems or even short stories. Contest winners will be announced during National Hospital and Healthcare Week, May 9-15, 2004.

Be sure to submit your completed entry, along with a signed entry form (available from Human Resources) no later than Friday, April 30, 2004, via one of the following methods of delivery:

Fax your entry and signed entry form to: (203) 284-9318 (attn: “Healthcare Heroes”)

Mail your entry and signed entry form to: CHA “Healthcare Heroes” Contest
110 Barnes Road
P.O. Box 90
Wallingford, CT 06492

Please note:

This contest is subject to the CHA official rules included on the contest entry form. No entries will be accepted after April 30, 2004, and all entries must be accompanied by a signed entry form.

*Congressman **John Larson** (D-1st) speaks with **Dr. Eihab Hassanein**, left, Director of Urgent Care, during the congressman's tour of the Newington campus April 6. Rep. Larson met with patients and staff as part of his two-hour visit and commended the staff for the excellent care they provide to Connecticut veterans.*



The congressman also visited the patients at the PTSD Residential Rehabilitation Program in their new quarters on the Newington campus. Articles on the visit ran in the April 7 Hartford Courant and New Britain Herald.

in the **NEWS**...



Two VA Connecticut physicians were selected in a survey of doctors who were asked to name a doctor they'd send a loved one to for medical care. The survey was published in the April 2004 issue of Connecticut Magazine. The two doctors selected were: **John Boos, M.D.** (neurology) and **Insoo Kang, M.D.** (rheumatology). Other doctors who work at VA Connecticut on a fee-basis were also named on the survey.

VA Connecticut is exploring the establishment of a mentoring program.

The program will match interested employees with current staff managers and experts. Our first goal is to assist in the development of staff members who are interested in growth opportunities and future leadership positions. Secondly, we seek to increase participation in and understanding of VA Connecticut's structure and culture.

As a mentor, you will have the unique opportunity to develop coaching and leadership skills. You will also gain the satisfaction of using your wisdom, knowledge, and skills to develop others in their careers. The program will be flexible and could involve weekly meetings or a more open educational structure with participation in projects and committees, depending on the employee. If you are interested please send an outlook message to Mark Bain or Chris Covington and indicate your area of expertise.

SPIRIT ONLINE

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