

From: RLW
Sent: Wed, 10 Jun 2020 13:47:23 +0000
To: RLW
Subject: HOLD: Interview w/ Fox Business "Final Edit"

From: RLW
Sent: Wed, 17 Jun 2020 14:11:15 +0000
To: RLW
Subject: Wheels up to Kansas City - AA #4472

From: RLW
Sent: Mon, 8 Jun 2020 17:22:15 +0000
To: RLW
Subject: Phone Call w/Michael Meador re: Charlotte Trip Update

From: RLW
Sent: Wed, 17 Jun 2020 17:49:20 +0000
To: RLW
Subject: En Route to DCA Airport

From: RLW
Sent: Mon, 15 Jun 2020 14:23:02 +0000
To: RLW
Subject: ERT/Arrive at Renaissance PHX Downtown Hotel

From: RLW
Sent: Mon, 15 Jun 2020 14:23:59 +0000
To: RLW
Subject: 8:33am - Wheels up from PHX to CLT (Charlotte, NC)

From: RLW
Sent: Mon, 15 Jun 2020 14:25:00 +0000
To: RLW
Subject: Layover in CLT

From: RLW
Sent: Thu, 25 Jun 2020 12:14:06 +0000
To: (b)(6); (b)(6); (b)(6); Scott,
Traci; Tucker, Brooks; (b)(6)
Subject: Travel Meeting

From: RLW
Sent: Wed, 17 Jun 2020 11:25:08 +0000
To: RLW
Subject: TRAVEL to Turnersville, NJ

From: RLW
Sent: Mon, 1 Jun 2020 11:13:51 +0000
To: RLW
Subject: HOLD: Phone Call w/ Sen Joni Ernst

From: RLW
Sent: Mon, 15 Jun 2020 14:25:41 +0000
To: RLW
Subject: 5:05pm Wheels up from CLT to DCA

From: RLW
Sent: Tue, 23 Jun 2020 17:46:09 +0000
To: RLW
Subject: Tillis/Tester Call

From: RLW
Sent: Mon, 15 Jun 2020 14:25:41 +0000
To: RLW
Subject: 12:10pm Wheels up from DEN to MCI

From: RLW
Sent: Wed, 10 Jun 2020 13:13:02 +0000
To: RLW
Subject: ERT/Arrive at Cape May County CBOC

From: RLW
Sent: Fri, 5 Jun 2020 18:53:44 +0000
To: RLW
Subject: HOLD - Ohio

From: RLW
Sent: Tue, 23 Jun 2020 19:38:06 +0000
To: RLW
Subject: ERT/Arrive at Crowne Plaza Downtown

From: RLW
Sent: Wed, 10 Jun 2020 13:13:29 +0000
To: RLW
Subject: Leadership briefing / Facility Tour

From: RLW
Sent: Wed, 17 Jun 2020 11:50:03 +0000
To: RLW
Subject: TBD - Meet w/Gen. (3 Star) Base Commander and XO

From: RLW
Sent: Mon, 15 Jun 2020 14:23:59 +0000
To: RLW
Subject: 5:05pm - Wheels up from PHX to MCI

From: RLW
Sent: Fri, 5 Jun 2020 10:41:38 +0000
To: RLW
Subject: En Route to Residence

From: RLW
Sent: Tue, 23 Jun 2020 18:19:20 +0000
To: RLW
Subject: HOLD: Radio Interview w/ Sam Malone, Houston, TX

From: RLW
Sent: Thu, 18 Jun 2020 16:45:35 +0000
To: RLW
Subject: HOLD: Media

From: RLW
Sent: Thu, 11 Jun 2020 21:16:27 +0000
To: RLW
Subject: Coin Larry Connell at Farewell

From: RLW
Sent: Thu, 18 Jun 2020 17:01:11 +0000
To: RLW
Subject: HOLD: Media

From: RLW
Sent: Fri, 19 Jun 2020 18:03:49 +0000
To: RLW
Subject: HOLD - Butler, Illinois

Cemetery Opening

From: RLW
Sent: Wed, 10 Jun 2020 12:23:52 +0000
To: RLW
Subject: En Route to Quantico

Drive time: ~1 hr / 35 mi

From: RLW
Sent: Tue, 16 Jun 2020 19:26:04 +0000
To: RLW
Subject: Nursing Awards Ceremony - Virtual (SecVA to call (b)(6))
Attachments: SECVA Approved dated on 3-6-2020 VIEWS # 2217209.pdf, EIC speaking engagement worksheet.docx, VISN 6 LPN Luetkenhaus.pdf, Script for Beth Taylor SECVA awards 2020 v2.doc, EIC briefing template.docx, VISN 6 NA Cannon.pdf, VISN 6 NE Przestrzelski.pdf, VISN 8 Director Battle.pdf, VISN 9 RN Exp Drumright.pdf, VISN 16 Staff RN West.pdf, SECVA Approved dated on 3-6-2020 VIEWS # 2217209.pdf, Script for Beth Taylor SECVA awards 2020.doc

Ok, thanks. No, the instructions from the video conference team are that the Secretary will call (b)(6) (b)(6) and not the VANTS number. He will be on the bridge with the video conference team. The Secretary will be able to speak and all of the telephone callers will be able to hear him, but they will all be muted.

Do you need me to send an invite to you with this dial in number?

Thanks,

(b)(6)
Staff Assistant
VHA Office of Nursing Services (10A1)
Main line: (b)(6)
Direct dial: (b)(6)

VHA celebrates the 2020 International
Year of the Nurse: <https://vawww.va.gov/nursing/2020yon.asp>

From: (b)(6) (b)(6) (b)(6) @va.gov>
Sent: Monday, July 13, 2020 11:21 AM
To: (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Subject: RE: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Thank you, (b)(6) YES – he would like to call in.

Shall I supply the number?

From: (b)(6) @va.gov>
Sent: Monday, July 13, 2020 10:37 AM
To: (b)(6) (b)(6) (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Subject: FW: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Hi (b)(6)

It is possible for the Secretary to dial in through VANTS and do the call remotely from his residence. Obviously, the winners and the folks on VTEL will not be able to see him but will be able to hear him. Please advise if this is the way he would like to proceed.

Thanks,

(b)(6)

Staff Assistant

VHA Office of Nursing Services (10A1)

Main line: (b)(6)

Direct dial: (b)(6)

VHA celebrates the 2020 International

Year of the Nurse: <https://vawww.va.gov/nursing/2020yon.asp>

From: (b)(6) (Mantech) (b)(6)@va.gov>

Sent: Monday, July 13, 2020 10:31 AM

To: (b)(6)@va.gov>; VACO IT Video Conferencing Team <vacovc@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>

Subject: RE: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Carmen

The way to accomplish this is:

1. I will be monitoring the call so send me the VANTS information that the callers will use.
2. The VANTS number and code will be added to the Bridge by me before the meeting.
3. The Secretary will call (b)(6) and not the VANTS number.
4. I will be monitoring the call just in case something happens.

The Secretary will be able to speak and all of the telephone callers will be able to hear him, but they will all be muted.

V/r,

(b)(6)

System Analyst II

VACO VTC, End User Operations

OI&T, IT Operations & Services (ITOPS)

U.S. Department of Veterans Affairs

Office: (b)(6)

Enterprise Service Desk: (b)(6)

ESD Self-Service Portal: <https://yourit.va.gov/va> Assign to group: ITS VTC

VACO Unified Communications Helpdesk (b)(6)

Please call the VACO Unified Helpdesk and not individual personnel for support.

VACO VTC email: vacovc@va.gov

From: (b)(6)@va.gov>

Sent: Monday, July 13, 2020 10:07 AM

To: VACO IT Video Conferencing Team <vacovc@va.gov>; (b)(6) (Mantech)

(b)(6)@va.gov; (b)(6)@va.gov>

Subject: FW: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Good morning,

Question: the Secretary is wondering if he can take this ceremony at his residence via VANTS. If he is on VANTS, would he be able to hear and speak (while everyone else is muted) and would the other VTEL locations be able to hear him? The rest of the party will be in the OBCR, so need both.

Thanks,

(b)(6)

Staff Assistant

VHA Office of Nursing Services (10A1)

Main line: (b)(6)

Direct dial: (b)(6)

VHA celebrates the 2020 International

Year of the Nurse: <https://vaww.va.gov/nursing/2020yon.asp>

From: (b)(6)@va.gov>

Sent: Monday, July 13, 2020 7:12 AM

To: (b)(6)@va.gov>

Cc: VACO Media – Audiovisual and Video Services <VACOMediaAudiovisualandVideoServices@va.gov>;

VACO IT Video Conferencing Team <vacovc@va.gov>; (b)(6) (Mantech)

(b)(6)@va.gov; (b)(6)@va.gov>

Subject: RE: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Good morning!!!

I'm not going to be there, (b)(6) will be the technician present.

I also informed VACO IT Video Conferencing Team about this event and they will be monitoring it.

I also provided the VANTS number and code so that it can be apart of the meeting in case an office in the field experiences any technical issues.

Take care

(b)(6)

Audiovisual Production Specialist

Department of Veterans Affairs

Office of Administration, Media Services

Office: (b)(6)
Desk: [redacted]
Fax: (202) 273-9936
Cell: (b)(6)

Office of Administration - Streamlining Your Access to Service and Support
Click this link for all OA services
<https://vaww.vashare.vaco.va.gov/sites/OAHome/default.aspx>

Office of Administration - Streamlining Your Access to Service and Support
Click this link to take the OA SURVEY 😊
<https://survey.htm.va.gov/Perseus/se/2EA0F6793FB2F75F>

From: (b)(6)@va.gov>
Sent: Monday, July 13, 2020 6:56 AM
To: (b)(6)@va.gov>
Cc: VACO Media – Audiovisual and Video Services <VACOMediaAudiovisualandVideoServices@va.gov>
Subject: RE: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Good morning!!

Yes, It's still on. Will it be you for the Media support? Shamika Johnson will be the admin person for our office in the OBCR.

Thanks,

(b)(6)

Staff Assistant
VHA Office of Nursing Services (10A1)
Main line: (b)(6)
Direct dia [redacted]

VHA celebrates the 2020 International
Year of the Nurse: <https://vaww.va.gov/nursing/2020yon.asp>

From: (b)(6)@va.gov>
Sent: Friday, July 10, 2020 10:38 AM
To: (b)(6)@va.gov>
Cc: VACO Media – Audiovisual and Video Services <VACOMediaAudiovisualandVideoServices@va.gov>
Subject: Secretary's Awards for Nursing Excellence July 17, 2020 in OBCR @ 11:00am

Good Morning (b)(6)

Just checking with you about the event in the subject line above.

Is this still taking place?

Please advise.

(b)(6)

*Audiovisual Production Specialist
Department of Veterans Affairs
Office of Administration, Media Services*

Office: (b)(6)

Desk:

Fax: (202) 273-9936

Cell (b)(6)

Office of Administration - Streamlining Your Access to Service and Support

Click this link for all OA services

<https://vaww.vashare.vaco.va.gov/sites/OAHome/default.aspx>

Office of Administration - Streamlining Your Access to Service and Support

Click this link to take the OA SURVEY 😊

<https://survey.htm.va.gov/Perseus/se/2EA0F6793FB2F75F>

Good afternoon Ladies,

I just wanted to confirm that it was ok to have these many folks attend the Sec Awards in the OBCR due to the CDC regulations regarding confined spaces.

In the OBCR we expect:

- The Secretary
- EIC VHA (Dr. Stone)
- ADUSH/CNO (b)(6)
- (b)(6) (ONS EA)
- Photographer
- Media Support
- Protocol ? don't know yet if they are attending in person

Thanks,

(b)(6)

Staff Assistant

VHA Office of Nursing Services (10A1)

Main line: (b)(6)

Direct dial: 202-401-0752

VHA celebrates the 2020 International

Year of the Nurse: <https://vawww.va.gov/nursing/2020yon.asp>

How about 11:00am?

With Appreciation,

(b)(6)

Office of the Under Secretary for Health

Office: (b)(6)

Mobile:

Email: (b)(6)@va.gov



VA Core Values: Integrity Commitment Advocacy Respect Excellence

VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6) (b)(6) (b)(6)@va.gov>

Sent: Tuesday, June 16, 2020 3:21 PM

To: (b)(6)@va.gov>; (b)(6) (b)(6) (b)(6)@va.gov>

Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>

Subject: RE: Secretary's Awards Ceremony

So do we! Just let me know what you prefer AM or PM,

From: (b)(6)@va.gov>

Sent: Tuesday, June 16, 2020 3:18 PM

To: (b)(6) (b)(6) (b)(6)@va.gov>; (b)(6) (b)(6) (b)(6)@va.gov>

Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>

Subject: RE: Secretary's Awards Ceremony

That would be great. Dr. Stone has availability on the 17th in the morning or afternoon.

With Appreciation,

(b)(6)

Office of the Under Secretary for Health

Office: (b)(6)

Mobile:

Email: (b)(6)@va.gov



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VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6) (b)(6) (b)(6) @va.gov>
Sent: Tuesday, June 16, 2020 3:16 PM
To: (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Do you want to do another date when Dr. Stone is in the office? Would the 17th work? Also – What virtual platform do you all use?

From: (b)(6) @va.gov>
Sent: Tuesday, June 16, 2020 3:14 PM
To: (b)(6) (b)(6) (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

How about AM? Dr. Stone will be on SL so whatever works best for SECVA.

With Appreciation,

(b)(6)
Office of the Under Secretary for Health
Office: (b)(6)
Mobile: (b)(6)
Email: (b)(6) @va.gov



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VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6) (b)(6) (b)(6) @va.gov>
Sent: Tuesday, June 16, 2020 3:11 PM
To: (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Do you all have a preferred time – AM or PM?

From: (b)(6) @va.gov>
Sent: Tuesday, June 16, 2020 3:08 PM
To: (b)(6) (b)(6) (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Thanks (b)(6) Does SECVA have a preferred time?

With Appreciation,

(b)(6)
Office of the Under Secretary for Health
Office: (b)(6)
Mobile: (b)(6)
Email: (b)(6) @va.gov



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VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6) (b)(6) (b)(6) @va.gov>
Sent: Tuesday, June 16, 2020 3:06 PM
To: (b)(6) @va.gov>; (b)(6) (b)(6) (b)(6) @va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

The Secretary would be pleased to participate. July 16 works well for his schedule.

Please send details of the event, when you can.

Thank you.

(b)(6)

From: (b)(6)@va.gov>
Sent: Monday, June 15, 2020 8:43 AM
To: (b)(6) (b)(6) (b)(6)@va.gov; (b)(6) (b)(6) (b)(6)@va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Good morning Ladies,

Happy Monday! Just wanted to send a friendly reminder requesting SECVA's availability on July 16, 17, or 21 for 30 minutes to present the Nursing Awards virtually?

With Appreciation,

(b)(6)
Office of the Under Secretary for Health
Office: (b)(6)
Mobile: (b)(6)
Email: (b)(6)@va.gov



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VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6)@va.gov>
Sent: Tuesday, June 9, 2020 12:26 PM
To: (b)(6) (b)(6) (b)(6)@va.gov; (b)(6) (b)(6) (b)(6)@va.gov>
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

(b)(6)

Does SECVA have 20–30 minutes on July 16th, 17th or 21st to attend the Nursing Awards?

With Appreciation,

(b)(6)
Office of the Under Secretary for Health
Office: (b)(6)

Mobile: (b)(6)
Email: (b)(6)@va.gov



VA Core Values: Integrity Commitment Advocacy Respect Excellence

VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6) (b)(6) (b)(6)@va.gov
Sent: Tuesday, June 9, 2020 10:44 AM
To: (b)(6)@va.gov; (b)(6) (b)(6) (b)(6)@va.gov
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

YES, I think he'd be willing.

From: (b)(6)@va.gov
Sent: Tuesday, June 9, 2020 10:41 AM
To: (b)(6) (b)(6) (b)(6)@va.gov; (b)(6) (b)(6) (b)(6)@va.gov
Cc: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: FW: Secretary's Awards Ceremony

Good morning Ladies!

The Office of Nursing Services reached out to us wondering if SECVA would be open to presenting the Nursing Awards virtually instead of in person? I don't think they have a new date set, but I can follow up once this has been confirmed.

With Appreciation,

(b)(6)
Office of the Under Secretary for Health
Office: (b)(6)
Mobile: (b)(6)
Email: (b)(6)@va.gov



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VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6)@va.gov>
Sent: Tuesday, June 9, 2020 10:21 AM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Good morning (b)(6)

Hope you are well. We are reaching out to you to see if this ceremony can be done virtually this fiscal year. Does the Secretary have the technology to do it virtually? If so, which modality would he prefer?

Thanks,

(b)(6)

Staff Assistant
VHA Office of Nursing Services (10A1)
Main line: (b)(6)
Direct dial: (b)(6)

VHA celebrates the 2020 International
Year of the Nurse: <https://vawww.va.gov/nursing/2020yon.asp>

From: (b)(6)@va.gov>
Sent: Tuesday, March 31, 2020 2:44 PM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>; (b)(6)@va.gov>
Subject: RE: Secretary's Awards Ceremony

Good morning (b)(6)

Per my follow up with OSVA and the USH Front Office, we recommend postponing this event at a later date. Please let me know if you have any questions.

With Appreciation,

(b)(6)

Office of the Under Secretary for Health
Office: (b)(6)
Mobile: (b)(6)
Email: (b)(6)@va.gov



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President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6)@va.gov
Sent: Wednesday, March 11, 2020 11:14 AM
To: (b)(6)@va.gov
Cc: (b)(6)@va.gov; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>; (b)(6)@va.gov
Subject: RE: Secretary's Awards Ceremony

Hi (b)(6)

It will depend on the Secretary's availability. We would prefer a mid-morning appointment on any of the 3 days requested.

Thanks,

(b)(6)
Staff Assistant
VHA Office of Nursing Services (10A1)
Main line: (b)(6)
Direct dial: (b)(6)
(b)(6)@va.gov

From: (b)(6)@va.gov
Sent: Wednesday, March 11, 2020 11:13 AM
To: (b)(6)@va.gov
Cc: (b)(6)@va.gov; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>; (b)(6)@va.gov
Subject: RE: Secretary's Awards Ceremony

Good morning (b)(6)

Do you have an approximate time as to when you would like to present the awards? Just want to place a hold on Dr. Stone's calendar.

With Appreciation,

(b)(6)
Office of the Under Secretary for Health

Office: (b)(6)
Mobile:
Email: (b)(6)@va.gov



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VA Core Characteristics: Trustworthy | Accessible | Quality | Innovative | Agile | Integrated

President Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" - by serving and honoring the men and women who are America's Veterans.

From: (b)(6)@va.gov
Sent: Tuesday, March 10, 2020 2:29 PM
To: (b)(6)@va.gov
Cc: (b)(6)@va.gov; (b)(6)@va.gov; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Great, thanks!

(b)(6)
Staff Assistant
VHA Office of Nursing Services (10A1)
Main line: (b)(6)
Direct dial: (b)(6)
(b)(6)@va.gov

From: (b)(6)@va.gov
Sent: Tuesday, March 10, 2020 2:27 PM
To: (b)(6)@va.gov
Cc: (b)(6)@va.gov; (b)(6)@va.gov; VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>
Subject: RE: Secretary's Awards Ceremony

Yes, we did receive and Laura is routing them to the office. Adding the team back to the office. Thanks!

From: (b)(6)@va.gov
Sent: Tuesday, March 10, 2020 2:05 PM
To: (b)(6)@va.gov
Cc: (b)(6)@va.gov
Subject: FW: Secretary's Awards Ceremony

Good afternoon (b)(6)

Just checking in to make sure this request was received yesterday. Documents were attached to the original email.

Thanks,

(b)(6)

Staff Assistant

VHA Office of Nursing Services (10A1)

Main line: (b)(6)

Direct dial:

(b)(6)@va.gov

From: (b)(6)

Sent: Monday, March 9, 2020 3:02 PM

To: VHA USH Meeting Requests <VHAUSHMeetingRequests@va.gov>

Cc: (b)(6)@va.gov

Subject: Secretary's Awards Ceremony

Good afternoon,

Please assist in scheduling this event with the SecVA's office. Please let me know if you need additional information.

Event: Secretary's Awards for Nursing Excellence

-
-

Dates to be considered: May 4th, May 5th or May 6th are preferred.

Location:

OBCR

-

Request:

SecVA is the presenter of the awards, USH is an invited guest. Requesting SecVA to provide remarks (5 Minutes) and present awards.

Thank you for the consideration.

(b)(6)

Staff Assistant

VHA Office of Nursing Services (10A1)

Main line: (b)(6)

Direct dial:

(b)(6)@va.gov

**Department of
Veterans Affairs**

Memorandum

Date: January 28, 2020
From: Executive in Charge, Veterans Health Administration (10)
Subj: 2020 Secretary's Award for Excellence in Nursing and Secretary's Award for the Advancement of Nursing Programs
To: Secretary (00)

1. Approval is requested for the following nursing personnel to receive the Secretary's Award for Excellence in Nursing, 2020:

Registered Nurse/Expanded Role: (b)(6) **MSN, RN, CNL, CCRN-CMC, CSC**
Nashville, TN

Registered Nurse/Staff Role: (b)(6) **BSN, RN**
Little Rock, AR

Licensed Practical Nurse: (b)(6) **LPN**
Asheville, NC

Nursing Assistant: (b)(6) **NA**
Hampton, VA

2. Approval is also requested for the following personnel to receive the Secretary's Award for the Advancement of Nursing Programs:

Nurse Executive: (b)(6) **MS, RN**
Asheville, NC

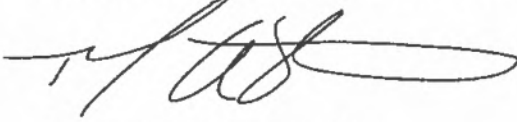
Medical Center Director: **Joe D. Battle**
Tampa, FL

3. Nominations for the awardees are attached.

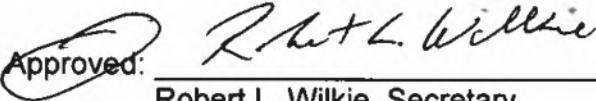
4. The Veterans Health Administration recommends that the Secretary deliver his congratulatory message in a small personal ceremony in the Secretary's Suite. Cost would include six award plaques at an estimated cost of \$950 and travel costs for the winners estimated to be approximately \$9,000.

Page 2.

5. The Office of Nursing Services would like to honor the winners during Nurses Week 2020 and request the ceremony be any day between May 4-8, 2020.



Richard A. Stone, M.D.
Executive in Charge

Disapproved/ Approved:  Date: 6 MAR 20
Robert L. Wilkie, Secretary



Department of Veterans Affairs

INCENTIVE AWARDS RECOMMENDATION AND APPROVAL

DATE RECEIVED

OLDE RELEASE DATE

TYPE OF AWARD(S) RECOMMENDED (check as appropriate)

NOTE: Shaded area (Case Number) for Human Resources Use Only

CASE NUMBER	X	AWARDS				
	<input checked="" type="checkbox"/>	HONOR	SPECIFY TYPE Secretary's Award for Excellence			
	<input type="checkbox"/>	SPECIAL CONTRIBUTION	TANGIBLE SAVINGS	INTANGIBLE VALUE (See VA Handbook 5017, Part III, Appendix A. "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> MODERATE <input type="checkbox"/> EXCEPTIONAL <input type="checkbox"/> SUBSTANTIAL	INTANGIBLE EXTENT (See VA Handbook 5017, Part III, Appendix A. "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> LOCAL <input type="checkbox"/> REGIONAL <input type="checkbox"/> GENERAL	
			AWARD VALUE	GROSS-UP (if applicable)	TOTAL AWARD AMOUNT (Award Value + Gross-Up) =	
	<input type="checkbox"/>	SUPERIOR PERFORMANCE (SP) AWARD	AWARD AMOUNT		% BASE ANNUAL SALARY (if applicable) %	
	<input type="checkbox"/>	QUALITY STEP INCREASE	Attach written justification and performance appraisal.			
	<input type="checkbox"/>	SPECIAL USE	<i>(See VA Office of Finance, Vol. II, Chapter 4, Awards, Ceremonies, Food or Refreshments, Gifts or Mementos)</i>			
			<input type="checkbox"/> CASH AWARD	AWARD VALUE	GROSS-UP (if applicable)	TOTAL AWARD AMOUNT (Award Value + Gross-Up)
			<input type="checkbox"/> CASH EQUIVALENT (i.e. gift card, gift certificate)			
			<input type="checkbox"/> NON-CASH (greater than \$100)			
			<input type="checkbox"/> DE MINIMUS NON-CASH (\$100 or less)			
			CERTIFICATION: I certify that this item is not a cash equivalent and has a value of \$100 or less.		SIGNATURE	
	<input type="checkbox"/>	TIME OFF	TOTAL HOURS	VALUE OF CONTRIBUTION (See VA Handbook 5017, Part III, Appendix F. "Scale of Time Off Awards.") <input type="checkbox"/> MODERATE <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> EXCEPTIONAL		

CURRENT STATUS (Provide justification on reverse or attach separate sheet)

FACILITY NO.	NAME OF EMPLOYEE(S)	EMPLOYEE ID NUMBER	AWARD AMT/ HOURS OFF	POSITION TITLE	PAY PLAN/ GRADE STEP	BASE SALARY
626	(b)(6)		0.00	RN		
598			0.00	RN		
637			0.00	LPN		
590			0.00	HCT		
673	Joe Battle		0.00	Director		

PERIOD COVERED BY RECOMMENDATION	PROMOTIONS, AWARDS, QUALITY STEP INCREASES, OTHER HONORS RECEIVED DURING LAST 12 MONTHS
SIGNATURE, TITLE AND ORGANIZATION OF RECOMMENDING OFFICIAL (b)(6) Chief Nursing Officer	DATE

CONCURRENCE (if required)

SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE

APPROVAL

SIGNATURE OF TECHNICAL REVIEWER (if required locally) (b)(6) (b)(6) Progam Analyst VSHO Awards Team	DATE 02/05/2020	SIGNATURE, TITLE AND ORGANIZATION OF OFFICIAL AUTHORIZED TO MAKE INCENTIVE AWARDS DECISION Robert L. Wilkie Secretary of Veterans Affairs	DATE 6 MAR 20
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**INCENTIVE AWARDS
RECOMMENDATION AND APPROVAL**

DATE RECEIVED

OLDE RELEASE DATE

TYPE OF AWARD(S) RECOMMENDED (check as appropriate)

NOTE: Shaded area (Case Number) for Human Resources Use Only.

CASE NUMBER	X	AWARDS			
	<input checked="" type="checkbox"/>	HONOR	SPECIFY TYPE Secretary's Award for Excellence		
	<input type="checkbox"/>	SPECIAL CONTRIBUTION	TANGIBLE SAVINGS	INTANGIBLE VALUE (See VA Handbook 5017, Part III, Appendix A, "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> MODERATE <input type="checkbox"/> EXCEPTIONAL <input type="checkbox"/> SUBSTANTIAL	INTANGIBLE EXTENT (See VA Handbook 5017, Part III, Appendix A, "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> LOCAL <input type="checkbox"/> REGIONAL <input type="checkbox"/> GENERAL
			AWARD VALUE	GROSS-UP (if applicable)	TOTAL AWARD AMOUNT (Award Value + Gross-Up) =
	<input type="checkbox"/>	SUPERIOR PERFORMANCE (SP) AWARD	AWARD AMOUNT	% BASE ANNUAL SALARY (if applicable) %	
	<input type="checkbox"/>	QUALITY STEP INCREASE	Attach written justification and performance appraisal.		
	<input type="checkbox"/>	SPECIAL USE	<i>(See VA Office of Finance, Vol. II, Chapter 4, Awards, Ceremonies, Food or Refreshments, Gifts or Mementos)</i>		
			<input type="checkbox"/> CASH AWARD <input type="checkbox"/> CASH EQUIVALENT (i.e. gift card, gift certificate) <input type="checkbox"/> NON-CASH (greater than \$100) <input type="checkbox"/> DE MINIMUS NON-CASH (\$100 or less)	AWARD VALUE	GROSS-UP (if applicable)
			CERTIFICATION: I certify that this item is not a cash equivalent and has a value of \$100 or less.		SIGNATURE
	<input type="checkbox"/>	TIME OFF	TOTAL HOURS	VALUE OF CONTRIBUTION (See VA Handbook 5017, Part III, Appendix F, "Scale of Time Off Awards.") <input type="checkbox"/> MODERATE <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> EXCEPTIONAL	

CURRENT STATUS (Provide justification on reverse or attach separate sheet)

FACILITY NO.	NAME OF EMPLOYEE(S)	EMPLOYEE ID NUMBER	AWARD AMT/ HOURS OFF	POSITION TITLE	PAY PLAN/ GRADE STEP	BASE SALARY
637	(b)(6)		0.00	ADPCS		

PERIOD COVERED BY RECOMMENDATION	PROMOTIONS, AWARDS, QUALITY STEP INCREASES, OTHER HONORS RECEIVED DURING LAST 12 MONTHS
SIGNATURE, TITLE AND ORGANIZATION OF RECOMMENDING OFFICIAL (b)(6) Chief Nursing Officer	DATE

CONCURRENCE (if required)			
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE

APPROVAL			
SIGNATURE OF TECHNICAL REVIEWER (if required locally) (b)(6) (b)(6) Program Analyst VSHO Awards Team	DATE 02/05/2020	SIGNATURE, TITLE AND ORGANIZATION OF OFFICIAL AUTHORIZED TO MAKE INCENTIVE AWARDS DECISION <i>Robert L. Wilkie</i> Robert L. Wilkie Secretary of Veterans Affairs	DATE 6 MAR 20

SECRETARY'S AWARD
for the
**Registered Nurse - Expanded Role
Excellence in Nursing Award**



(b)(6)

MSN, RN, CNL, CCRN-CMC, CSC

**Tennessee Valley Healthcare System
Nashville, TN**

2020

SECRETARY'S AWARD
for the
**Registered Nurse - Staff Role
Excellence in Nursing Award**



(b)(6)

BSN, RN

Central Arkansas Veterans Healthcare System
Little Rock, AR

2020

SECRETARY'S AWARD
for the
**Licensed Practical Nurse Role
Excellence in Nursing Award**



(b)(6)

LPN

Charles George VA Medical Center
Asheville, NC

2020

SECRETARY'S AWARD
for the
Nursing Assistant Role
Excellence in Nursing Award



(b)(6)

NA

Hampton VA Medical Center
Hampton, VA

2020

SECRETARY'S AWARD

for the
Nurse Executive Recipient
Secretary's Award for the Advancement
of Nursing Programs
Excellence in Nursing Award



(b)(6)

MS, RN

Charles George VA Medical Center
Asheville, NC

2020

SECRETARY'S AWARD

for the
Medical Center Director Recipient
Secretary's Award for the Advancement
of Nursing Programs
Excellence in Nursing Award



Joe D. Battle

James A. Haley Veterans' Hospital
Tampa, FL

2020

DEPARTMENT OF VETERANS AFFAIRS
Request/Invitation to Special Events and Ceremonies

Request/Invitation for: [Check the appropriate box(es)]		Secretary <input checked="" type="checkbox"/>	Deputy Secretary <input type="checkbox"/>
		Under Secretary for Health <input checked="" type="checkbox"/>	
<i>For Internal Use Only</i>			
<i>Date received</i>	<i>Requestor:</i>	<i>Thru:</i>	
<i>Date requestor notified</i>			
<i>Comments:</i>			
Accept <input type="checkbox"/> Regret <input type="checkbox"/> -- Defer <input type="checkbox"/> to another VA representative or office:			

- Name and purpose of the event (attach a copy of the agenda):

SECVA Award for Excellence in Nursing and the Advancement of Nursing Programs

- Expected role (e.g., keynote speaker; introduction of other participant(s); on-stage non-participant; site/staff visit pre- or post-event; honored guest):

Secretary-keynote speaker and hands the award plaques to the winners
 EIC-presents the ICARE pin to the winners

- Date/Time of requested participation and the projected duration of participation: (Three options should be submitted.)

May 4th between 9am-2pm
 May 5th between 9:30-1pm
 May 6th between 9am-1pm

- Location of the event: Secretary's Suite Conference Room OBCR
- Approximate size and make-up of audience expected:

20 friends and family of winners and ONS staff

- Dignitaries (e.g., Members of Congress; local elected officials; organization heads) invited/expected:

N/A

For Internal Use Only

- **Has VA Congressional Affairs been contacted?** YES NO
- **Has VA Intergovernmental Affairs been contacted?** YES NO
- **VA officials who will be present:** Secretary, VHA EIC
- **Are news media invited/expected?** YES NO
 - Have the appropriate VACO/Network/Facility public affairs officers been made aware? YES NO
 - Has the nearest VA Regional Office of Public Affairs been notified? YES NO
- **Requesting official:**
- **Contact name/title/telephone number:**
- (b)(6)
- **Additional information/comments (please attach background and supporting materials, as well as pertinent biographies):**

For Internal Use Only

**Department of
Veterans Affairs**

Memorandum

Date: June 14, 2019

From: Charles George VA Medical Center (CGVAMC), Asheville (637/118)

Subj: Nomination for Secretary's Award for Excellence in Nursing - Practical Nurse

To: Director, VISN 6

Thru: Medical Center Director (00)

It is an honor to nominate (b)(6) for the Secretary's Award for Excellence in Nursing. He excels in his role as the Urology Nurse at the Charles George VA Medical Center and continues to impress as a change agent, attentive and dedicated to the Veterans in the Urology Clinic and as an advocate for the Veterans.

1. Demonstrated effectiveness in improving and delivering patient care to Veterans.

Mr. (b)(6) is proactive, flexible, and committed to outstanding care to the urology Veterans. His inspiration is to transform the treatment and procedure urology clinic to a higher level of service and accessibility. He has accomplished this goal in the urology clinic. He has raised the skill level of the treatment and procedure urology clinic to the point when he is unavailable a RN must fulfill due to the higher skill level required for the new urology patient needs. He sets up and assists in following procedures: Prostate biopsies, vasectomies, excisions, I&D, cystoscopies, stent removals, fiducial implants, and stricture and bladder neck dilations. He averages 50-65 catheter changes monthly and sees 100 patients in treatment/procedure clinic per month, 40-50 bacillus calmette-guerin (BCG) treatments per month and averages around 40 prostate biopsies a month. He gives care to the Community Living Center residents and inpatients who need catheter changes and/or assist with difficult catheter insertions as indicated. He is the urology resource for outpatient and inpatients. He coordinates care with the Preoperative clinic to ensure that all requirements done for surgery within the appropriate time frame. He has assisted in developing standards of care for BCG with Interferon instillation and collaborating with Oncology RN's for chemotherapy instillation of mitomycin, Gemcitabine and Valrubicin. He assists the junior and senior Duke Urology residents frequently and was nominated by them for an award. Mr. (b)(6) will receive the Urology Nurse of the year award in Durham, N.C. He has implemented an atmosphere of commitment and centralized care by allowing same day clinical appointments for walk-ins. He has seen numerous same day appointments from Veterans in need of urgent care. He strives for a clinic that Veterans look forward to for their clinical appointments. He gives the best care and answer all the questions that the patients ask and reiterate all treatments plans devised by the Providers. He has a significant part in assisting with developing plans of care for the Veterans. His clinic operates in an autonomous way and if he needs assistance the Urologist is available. He attends tumor board when there are Urology patients that had to be addressed. He also was tasked to keep a spreadsheet of all BCG patients in 2018 who needed this treatment when the medication was being composed in the community and expedited care for the Veterans. There were many tough clinical decisions that were made regarding the bladder cancer

Veterans and he was an integral part of the multidisciplinary team. The data listed below is how many Veterans Mr. (b)(6) has seen in the past year. He has documented on 3975 Veterans 2018 until June 10, 2019. He has had 1276 encounters, 1257 visits and treated 672 uniques.

PRIMARY PROVIDER	ENCOUNTERS	VISITS	UNIQUES
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(b)(6)	1276	1257	672
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2. Worked with the RN and health care team to provide outstanding care to the Veteran.

Mr. (b)(6) works daily in conjunction with the Urology Case Manager and the multidisciplinary team in the Urology Clinic. He is also the Flu Champion and provides immunizations to the Veterans and the staff. He encourages, educates and administers influenza vaccines annually. He then documents and correlates with the Employee Health Nurse.

Mr. (b)(6) had a discussion with all the Urology Providers after collaboration with the Nurse Manager about obtaining new consents since new chemotherapy medications were introduced into the Urology clinics since BCG was limited. He suggested to have the new consents done prior to treatment or consented at the MD appointment when questions could be addressed rather than wait until their first treatment. As a result, Nurse Manager had a face to face discussion with one of the Providers so Veterans could receive treatment timely. Mr. (b)(6) has an amazing rapport with the Urologists. Example: Mr. (b)(6) had a Veteran with bladder cancer. He catheterized the Veteran for BCG and discovered he had an obstructive prostatic urethra, and the standard 14 french coude red robinson catheter would not pass without traumatic outcome. Instead of using the standard catheter, went to a 14 french coude Rusch catheter (specialty catheter) which he found would pass without difficulty. Less pain/trauma for Veteran and allowed for BCG treatment to proceed (cannot instill BCG with hematuria). The Veteran was very appreciative of his knowledge, professionalism and explanations given about the coude catheter. He assists the Health Administration Service (HAS) staff with any questions regarding appointments of the urology clinics. He keeps the Urologists abreast on urology issues and keeps the flow of the clinic smooth. He participates in the daily team huddles and communicates effectively if his clinic needs more coverage. He also discovered that a Veteran needed a CT of the abdomen before his urology appointment. He conversed with HAS to have the test scheduled to better serve the Veteran and have all results before the urology clinical appointment so Veteran would not have to have another appointment for the results. He conversed with a Veteran who was seen in the Emergency Department who needed an appointment with the urology clinic. He was able to talk with Provider to have him overbooked so he could be seen by the Specialist. He is always addressing the Veteran's needs and puts safety first.

3. Improved job-related skills through a personal development plan with demonstrated performance improvement:

Mr. (b)(6) expressed his drive to structure the Urology clinic and to develop his knowledge in Urology by becoming certified. He articulated how certification will show commitment to his clinic and would reflect a higher standard of knowledge in the Urology clinic. He would be able to be a resource to the staff that served inpatients and outpatients which was a personal goal of his. He wanted to serve as a role model and motivate staff to become certified and more knowledgeable in their desired clinic. Veterans and family members would observe his certification as a recognizable display of his willingness to serve the Veterans, commit to a higher knowledge base and increase in his personal growth in his clinic. He stated that he will become proficient and continue to press the envelope to learn more about new procedures and continue his education through workshops and learning from his Providers. He set a goal to become certified in the first

year after taking ownership of the urology clinic and has accomplished this task. He is certified from the Certification Board for Urologic Nurses and Association. This is a major integral step in his career development and publicly acknowledges his knowledge in his clinical practice.

4. Achieved recognition from co-workers for excellence in the provision of care

Mr. (b)(6) is respectful and professional with the Veterans, visitors, and coworkers. He maintains the educational pamphlets that are displayed in the Urology hallway and provides the information to Veterans during teaching and training. This gives the Veterans access to written materials regarding their specific urological issues; providers and nurses also have access to these materials. He works in Veterans needing to be seen, as well as walk ins. He works to coordinate appointments for the Veterans. He will overbook himself to meet the Veterans' needs. He practices I CARE with anyone that he encounters. He notifies Veterans if there is a delay in their appointments to decrease their anxiety, if the physicians are running behind. He believes that he has a very good working relationship with his coworkers (residents, nurses, physicians, and clerks). He tries to help in any way that he can. He helped train staff regarding use of new biopsy machine and the new bladder scanner. He has received Shining Light nominations, cards, and letters regarding his exceptional care. He has trained several staff regarding urology clinic and urology procedures. He received the Duke Resident's Urology Nurse of the Year award in 2019. Many staff have relied on his knowledge about Urology and have called on him in various clinics to come assist with catheter issues. He is always pleasant and shows a positive attitude in the most frustrating times. His attention to patient care and professionalism should be complimented. In addition to Mr. (b)(6) attention to detail at the Charles George VA Medical Center, he also wants the Urology residents to feel comfortable, so he takes them out to trivia every Tuesday night to get to know them outside the clinics. He has developed a good rapport and trust with the residents, and that is what facilitates communication and promotes integrity. Our mission in the Specialty Clinic is to provide the highest level of quality care in an environment that fosters communication, respect, excellence, trust, empathy, commitment and resource utilization. He exemplifies these qualities and is very deserving of consideration for the Secretary's Award for Excellence in Nursing.

Submitted by (b)(6) RN

**SECVA Award for Excellence in Nursing and the Advancement
of Nursing Programs
CEREMONY NARRATIVE
Beth Taylor
___ May 2020**

___ HRS **NARRATOR: LADIES AND GENTLEMEN, PLEASE
TAKE YOUR SEATS. THE CEREMONY WILL BEGIN IN 5
MINUTES. PLEASE SILENCE ALL CELL PHONES,
PAGERS, AND ANY OTHER DEVICES.**

___ HRS

NARRATOR: GOOD AFTERNOON.

**It is my distinct pleasure to welcome you to the ceremony for the 2020
secretary's awards for excellence in nursing and the advancement of
nursing programs.**

I am the chief nursing officer: (b)(6)

**Today, I am extremely pleased to welcome all the winners of the
excellence in nursing, their leadership staff, and the VACO/VHA
leadership present today.**

**NARRATOR: Each year the Secretary's Award for Excellence in
Nursing and Advancement of Nursing Programs is given to individuals
who have been nominated by their colleagues for outstanding service to**

our veterans and the Department of Veterans Affairs. They have displayed the highest level of dedication to their profession.

The Secretary's Award for Nursing Excellence award honors: a Registered Nurse, a Registered Nurse Expanded Role, a Licensed Practical Nurse or Licensed Vocational Nurse, Nursing Assistant or a Health Care Technician. Secretary's Award for Advancement of Nursing Programs is awarded to a Medical Center Director and a Associate Director for Patient Care Services

NARRATOR: At this time I would like to introduce **SECRETARY Wilkie**. It gives me great pleasure to introduce the tenth Secretary of Veterans Affairs, the Honorable Robert Wilkie.

Mr. Wilkie was confirmed by the United States Senate on July 23, 2018, and sworn in on July 30, 2018, after earlier serving as VA's acting Secretary.

Before coming to VA, Mr. Wilkie was Under Secretary of Defense for Personnel and Readiness, the principal advisor to the Secretary and Deputy Secretary of Defense on Total Force Management.

He has over 20 years of experience at the national and international levels. As Under Secretary of Defense, Mr. Wilkie served James Mattis. As Assistant Secretary of Defense, he served both Robert Gates and Donald Rumsfeld.

Before that, Mr. Wilkie was Special Assistant to the President for National Security Affairs and a senior director of the National Security Council.

For five years, Mr. Wilkie was Vice President for Strategic Programs for CH2M HILL, one of largest engineering and program management firms in the world.

He is an officer in the United States Air Force Reserve, and he previously served in the Navy Reserve with the Joint Forces Intelligence Command, Naval Special Warfare Group Two, and the Office of Naval Intelligence.

Among his many awards and decorations, Mr. Wilkie is a recipient of the Defense Distinguished Public Service Medal, the highest non-career civilian award for that Department.

Ladies and Gentlemen, VA Secretary Mr. Robert Wilkie.

[Secretary Remarks]

NARRATOR: THIS YEAR'S WINNERS OF THE SECRETARY'S AWARDS ARE:

- Winner of the Registered NURSE CATEGORY is
BSN, RN of the Central Arkansas Veterans Healthcare System (CAVHS) in Little Rock, AR
- Winner of the RN Expanded Role CATEGORY is
MSN, RN, CNL, CCRN-CMC, CSC
- Tennessee Valley Healthcare System in Nashville, TN

- Winner in the Licensed Practical Nurse CATEGORY is (b)(6) (b)(6) LPN, from the *Charles George VA Medical Center in Asheville, NC*
- Winner in the Nursing Assistant CATEGORY is (b)(6) (b)(6) NA from the *Hampton VAMC in Hampton, VA*
- Winner for advancement of nursing programs in the Director CATEGORY is Joe D. Battle from the *James A. Haley Veterans' Hospital and Clinics in Tampa, FL*
- And the winner of the Nurse Executive CATEGORY is (b)(6) (b)(6) M.S., R.N. from the *Charles George VA Medical Center in Asheville, NC*

Upon cue the Narrator (b)(6) will resume control

NARRATOR: Ladies and Gentlemen, thank you for going above and beyond and being an example for all those around you.

This concludes today's ceremony.

Thank you for attending.

Briefing Memorandum Template

TO: VHA EIC

FROM: VHA CNO

RE: SECVA Award for Excellence in Nursing and the Advancement of Nursing Programs

DATE: March 9, 2020

CONTACTS: Carmen Kestner 202-461-6792

OVERVIEW

Each year the Secretary's Award for Excellence in Nursing and Advancement of Nursing Programs is given to individuals who have been nominated by their colleagues for outstanding service to our veterans and the Department of Veterans Affairs. They have displayed the highest level of dedication to their profession.

The Secretary's Award for Nursing Excellence award honors: a Registered Nurse, a Registered Nurse Expanded Role, a Licensed Practical Nurse or Licensed Vocational Nurse, Nursing Assistant or a Health Care Technician. Secretary's Award for Advancement of Nursing Programs is awarded to a Medical Center Director and a Associate Director for Patient Care Services

YOUR ROLE

You are there to present the ICARE pin to the winners and provide congratulations

LOGISTICS

The official party will already be at the podium when the ceremony and Secretary arrive.

AGENDA (attached)

ABOUT THE ORGANIZATION

RELEVANT BIOS (attached)

BACKGROUND OF ORGANIZATION/GROUP

VA'S SUPPORT OF THE ORGANIZATION

WHAT ELSE DO WE NEED TO KNOW

TALKING POINTS- N/A

**Department of
Veterans Affairs**

Memorandum

Date: July 25, 2019

From: Chief Nurse CLC & PCP

Subj: NA/HCT Nomination for Secretary of Veterans Affairs' Award for Excellence in Nursing – Saretha Cannon, NA

To: Associate Director Patient Care Services

It is an honor to nominate Saretha Cannon for the Secretary of Veterans Affairs' Award for Excellence in Nursing, NA/HCT Category. She has demonstrated excellence in the following areas:

1. Demonstrates effectiveness in improving and delivering patient care to

Veterans: Ms. (b)(6) is assigned to the Community Living Center (CLC) Hampton Roads Estates (HRE) neighborhood consisting of residents with Dementia and or Disruptive Behavioral concerns. She consistently exhibits leadership qualities and promotes cohesiveness among her coworkers with minimal effort by the energy and enthusiasm she exhibits as she effectively goes about her daily routine in rendering care to the residents with Dementia and/or Behavioral concerns. She has the knowledge and skills necessary for concentrated effort and self-direction in carrying out the most complex nursing care assignments to this population. Her approach has helped the unit staff grow as a team towards meeting this standard of care across all tours of duty. In one key example of her effectiveness in improving and delivering patient care to Veterans, Ms. (b)(6) identified a creative intervention for a resident that was experiencing extreme disruptive behaviors. This resident, who had severely declined in health, was restless, agitated, yelling, showing a lack of interest in activities, and not sleeping at night. After multiple unsuccessful attempts with medication management and activity adjustments, she provided the idea of using a weighted vest on the resident. This approach is a non-pharmacological technique that provides deep pressure touch therapy to the upper body to reduce anxiety and stress, providing a calming effect. Ms. (b)(6) exhibited leadership by combining her experience with research on evidence-based practices related to weighted vests and blankets. Her actions resulted in the development of a proposal in collaboration with the Occupational Therapist (OT) on how to use the weighted vest on HRE residents. The proposal included: background information on residents' behaviors, cases for using weighted vests, how to use vests, benefits, proposed changes and indicators of success. Ms. (b)(6) never loss focus on her primary goal, which was to recognize and respect the rights and dignity of the residents. She presented the proposal to CLC providers, nursing leadership, coworkers and other interdisciplinary team members with confidence. Not only was the proposal accepted and implemented in CLC, it has resulted in

several significant outcomes: The improvement in the resident as well as other residents' behaviors demonstrating disruptive behaviors, agitation, etc. utilizing a non-pharmacological approach.

Additionally it has increased the awareness and benefits of its use both internally and externally: Ms. (b)(6) has presented this good news weighted vest story alone and in collaboration with OT in several areas i.e. the Director's morning report with Quad members and Services Chiefs from all Services; the facility evidenced- based committee (since weighted vests have not been previously used on any unit in the facility recommended to expand to other areas in the facility (i.e. Spinal Cord Injury, Acute Care); the Hampton VA Medical Center (HVAMC) and VISN 6 Newsletter in addition to a Video on HVAMC Facebook (to internal and external customers) explaining how Ms. (b)(6) came up with the idea, it's use and demonstrating how to put the weighted vest on, removable weights (based on preference) easy break away side panels and Velcro closures on front of vest (not a restraint). The Associate Director for Patient Care Services (ADPCS) also shared the CLC weighted vest good news story at the VISN 6 Network Directors meeting with other facilities within the VISN and received raving reviews. Since the proposal CLC has an SOP and competencies for weighted vest and blanket.

2. Works well with the RN and healthcare team to provide outstanding care to the Veteran patient: Ms. (b)(6) demonstrates the ability to work effectively with co-workers, members of other services; and communicating in a positive manner to residents, families and interdisciplinary treatment team members. Her co-workers respect her ideas and opinions on resident care issues. For example, she is often sought by others for her expertise in dealing with difficult resident behaviors as well as recreational activities for this population. She applies strategies/findings from current literature in dealing with these residents resulting in positive outcomes. She has demonstrated competence in being able to recognize changes in the CLC residents (i.e. urinary tract infections), complete required interventions, contact the Charge Nurse, and complete documentation without disrupting the care being delivered on the unit. She completes all treatments and documents effectiveness of interventions. When there is a need for staffing adjustments Ms. (b)(6) maintains a positive attitude and readily volunteers to assist in any way to continue to provide excellent care to the CLC residents. She assists with orienting newly assigned staff. Ms. (b)(6) serves as preceptor to newly hired NAs who compliments her for her wealth of knowledge of the unit and all the residents in HRE i.e. diagnosis, behaviors (along with how to work with them during certain situations), preferences, activities and/or special needs. She displays a calm easy-going demeanor that makes her easily approachable and well-liked by the residents, interdisciplinary team members and co-workers.

3. Improves job related skills through a personal development plan with demonstrated performance improvement: Ms. (b)(6) participates in unit performance improvement activities collecting and monitoring data. Ms. (b)(6)

continues to identify learning needs for self and maintains knowledge on the care of the CLC residents with Dementia, physical, emotional or behavioral changes through attending in-services, and reviewing evidence-based literature. She incorporates this knowledge into daily practice and readily shares the information with her co-workers contributing to positive resident outcomes. She demonstrates excellent teaching skills as she consistently speaks with the staff about the importance of keeping residents active and maintaining quality of life through participating in care & recreational activities as much as possible adhering to the resident's schedules and demonstrates the ease of doing so for the residents and the staff. Ms. (b)(6) has researched different types of activities that evolve around dementia/behavior interaction and incorporated the activities on HRE that has assisted with decrease in falls and increase the use of diversional activities. Her dedication and commitment to ensure the HRE residents not only have active participation in activities but also timely meaningful documentation of these activities. As a result, she also identified and re-educated staff on additional buttons to use in the Care tracker documenting system where staff can document the activity performed at different times of the day and how the buttons can help with timely meaningful documentation.

4. Achieves recognition from co-workers for excellence in provision of care: Ms. (b)(6) is frequently recognized by the registered nurses, resident's families and other disciplines/services for excellence in the provision of care not only to those residents in HRE but other CLC neighborhoods as well. She is recognized by charge nurses for her timely and effective communication when subtle changes occur in resident's condition that have resulted in prompt interventions. She consistently performs her assigned duties in an outstanding manner with a very caring, calm, patient and easy-going attitude. Other disciplines and families provide written compliments addressing her outstanding performance in the provision of resident care. She was recognized by charge nurse as CLC Employee of the Month. This level of commitment to excellence has helped Ms. (b)(6) be the resource for many activities and support system for many initiatives involving the delivery of care to our CLC residents in HRE. Her commitment to excellence is observed by her follow through on all request made by residents, families, providers, co-workers, and other disciplines consistently seeking her out for assistance with the difficult to handle residents. She goes to great lengths to protecting and reducing the possibility of serious harm to residents and staff. She is an outstanding employee who has excelled in all areas in the care of the HRE residents. Her bedside manner shows a great deal of caring, compassion and commitment to the VA Mission and providing World Class service to those by providing excellence through teamwork.

VERNADINE HAMPTON, MSN, RN
Chief Nurse, CLC & PCP

Department of Veterans Affairs

Memorandum

Date: July 25, 2019
From: Stephanie Young, Medical Center Director
Subject: Award for Excellence in Nursing Nomination; Nurse Executive-Advancement of Nursing Programs
To: Secretary of Veteran Affairs

I am writing to nominate (b)(6) for the Nursing Excellence Award in a Nurse Executive (NE) role for the Advancement of Nursing Programs. Mr. (b)(6) has been an RN for 44 years serving our Veterans for 40 of those in various leadership roles within the Department of Veterans Affairs. He is extremely dedicated and valued as a leader at our facility and across VHA. Mr. (b)(6) is a model of progressive leadership and he focuses on advancement of nursing practice. He has demonstrated significant influence within our medical center to ensure and promote quality patient care.

1. *Created or directed the integration of nursing or nursing-related activities in the mutual development and achievement of organizational goals.*

Mr. (b)(6) is a dedicated NE that can be counted on to provide Nursing Service with the guidance to continue the innovative spirit and encourage out of the box thinking. He is a dedicated NE who continues to strive to ensure we are at our best. Mr. (b)(6) leadership style supports engaged growth in professional practice based on standards of care, measured by outcomes, and focused on achievement. As a strategic leader, he is committed to nursing workplace excellence. Through this commitment, he has developed a Shared Governance structure and Professional Practice Model that has been presented nationally. He is a steadfast supporter of staff involvement and engagement in decision making through shared governance. Annually, Mr. (b)(6) shares All Employee Survey (AES) results with all of nursing then challenges our staff led Shared Governance Councils to utilize the data to develop our Nursing Service goals. As a result, Nursing Service has led changes to include but not limited to; Care Coordination to effectively facilitate transitions of care; utilizing bedside report to include Veterans and caregivers which has increased Veteran satisfaction scores for communication with nurses; increasing the availability of integrative therapies to promote the "Whole Health" paradigm throughout the continuum of care; focusing on fostering a healthy work environment by promoting team building and improving civility among all nursing staff and transforming nursing documentation by telling the Veteran's story and incorporating personal health goal setting with each interaction. All goals are clearly defined and measurable. Mr. (b)(6) serves as the Chair of the VISN 6 Pain Committee as well as on the National Pain Committee. He has effectively led teams and initiatives to reduce opioid usage across the VISN and within our facility. Mr. (b)(6) has supported and advocated for a streamlined process to implement Enhanced Recovery After Surgery (ERAS) which has demonstrated a reduction in opioid usage after surgery. Mr. (b)(6) has served as the VISN 6 representative on Nursing Executive Leadership Board for the Office of Nursing Services. He is a mentor to other Nurse Executives and through his leadership and coaching style, he has networked and developed relationships. His leadership has had a national impact across the professional community to implement a nationally standardized staffing methodology through a review of best practices and innovative approaches supporting a national process to measure the impact of staff levels and skill mix on patient care outcomes for consistent staffing standards.

2. *Provided leadership in the establishment or improvement of programs designed for the delivery of safe patient care. NOTE: Excellence is reflected in improved client outcomes and organizational performance.*

Mr. (b)(6) is reflective in the professional practice environment and seeks opportunities to improve our culture which means working closely with areas to identify issues and provide possible solutions. He worked diligently on implementing various improvement initiatives and asserts meaningful discussion on multiple topics such as: serving as an Integrated Case Management Pilot Site, sponsoring ERAS, spreading of Telephone Record Management (TRM), implementing STRIDE project, partnering to simplify the ONS strategic plan, serving on the National Logistics Subcommittee, representing VISN 6 on VACO Office of Nursing Service Executive Leadership Board, implementing the Unit Tracking Board project, sharing best practices for endoscope channel checks with other sites, and serving as Chair for Disciplinary Appeals Boards. Mr. (b)(6), in collaboration with the Nursing Quality Manager, presented a podium presentation regarding the using of metrics to demonstrate the impact of safe patient handling and mobility on outcomes at the NE/COS conference. He is the sole clinician on the Logistics Subcommittee of the Resource Committee of the NLB and clinician-driven sourcing has evolved with his guidance. He organized the recruitment of candidates to be subject matter experts (SME) on IPT's for MedSurg Prime Vendor and has continued to advise the national office for dedicated hiring of clinicians to continue work on supply chain standardization. Locally, Mr. (b)(6) serves on the Clinical Product Review Committee to facilitate standardization across the facility. Mr. (b)(6) commitment to Shared Governance has created an environment that allows direct care nurses to improve the care they provide. As part of that culture, nurse driven protocols have been developed to improve Veteran care such as; A nurse-driven isolation order set allows nursing staff to initiate isolation precautions while waiting for diagnostic results, implementation of Nurse CHF screening with per policy consults to expedite services to Veterans for inpatient and outpatient educational needs, implementation of a nurse driven special observation protocol allowing nursing to assess Veterans needs and initiate and discontinue special observation (1:1) which has decreased the number of special observations indicated by 50% and a Nurse driven Foley Out Protocol and allows RNs to drive the removal of Foley catheters which in turn decreases Foley days and the incidence of catheter associated urinary tract infections (CAUTIs) resulting in a decrease of the incidence of twelve (12) CAUTIs in 2013 to zero (0) in 2018. He anticipates and meets the needs of patients to assure delivery of high quality, patient centered care focusing on measured outcomes, value, efficiency, and patient experience. Mr. (b)(6) leads change by interacting with staff to spread innovative ideas and best practices. Through his leadership, he provides the nursing leadership team and staff with the necessary tools to monitor the operational, quality, safety, and financial indicators necessary for effective and efficient health care delivery. His leadership in the direction of quality improvement activities has contributed to the high-quality ranking for the medical center for five consecutive quarters within Strategic Analytics for Improvement and Learning (SAIL) and number 1 in Veteran satisfaction.

3. *Facilitated, and established, and maintained innovative recruitment and retention strategies resulting in significant improvement of staff satisfaction.*

Mr. (b)(6) leads with purpose and maintains a relentless focus on care to Veterans and staff needs. He invests daily and enhances the professional and personal growth of the nursing leadership team and the nursing staff. His leadership style has created a culture that has evolved from a difficult recruitment posture to one that has a steady applicant supply pool of qualified candidates desiring to join the nursing team based on the reputation of the work environment and practice environment. RN turnover maintained in the 2nd quintile in SAIL and Best Place to Work ranked fifth among VA facilities. The low RN turnover rate can be directly connected to his "open door" policy for any nursing employee and making everyone comfortable with bringing any issue small or large to his attention.

4. *Promoted and actively participated in career development and succession-planning activities including mentoring, coaching, and facilitating the utilization of educational resources.*

Assisting others to grow and develop is a strength of Mr. (b)(6). In addition to his involvement on national, regional, and local committees, he develops and encourages staff participation on

national committees. Currently, several nursing staff are participating on national committees as well as on regional workgroups to improve and evaluate practice initiatives and disseminate locally. Mr. (b)(6) is a mentor and coach to current and new staff. With new staff orientation, he communicates that his leadership responsibility is to develop them to achieve career goals. Mr. (b)(6) created a successful succession plan and developed staff to be high performers in their current leadership role. Additionally, he has implemented Assistant Nurse Manager roles on all inpatient units to provide staff with leadership opportunities. He provides consistent leadership for the organization and has created a culture that attracts a competent and engaged workforce. One behavior of Mr. (b)(6) that stands out is his ability to be emotionally present and available to staff. He listens with empathy, offers support, and leads with purpose and integrity. He is an encourager and works to create a professional practice environment that provides meaningful work. Mr. (b)(6) is committed to holding leaders and staff accountable for practice and behaviors that do not align with the mission of the organization. He understands that leaders strongly influence the ethical environment and culture of the organization, which influences employee behaviors. Mr. (b)(6) fosters an environment and culture of safety. He clearly conveys the performance goals and indicators to the nursing leadership team as well as the direct care nurses to help them understand the big picture and identify areas of focused opportunity. Mr. (b)(6) supports the National Nursing Education Initiative and Employee Incentive Scholarship Program. In FY19 eight staff have benefited from scholarship funding, 6 of which are nursing. Mr. (b)(6) is highly sought after as a mentor and willingly give his time to provide guidance and support for professional growth.

5. *Facilitated creative academic partnerships that promoted a learning organization enabling career development, staff retention, etc. NOTE: This includes cooperative educational and/or research initiatives, internships, etc.*

Mr. (b)(6) serves as an engaged member of Advisory Councils for three nursing programs. Through collaboration and involvement, he works with the academic leadership teams to develop ideas and plans to advance the mission and vision of the nursing program. He provides guidance regarding the curriculum to develop the nursing workforce needed for the future. He successfully collaborated with a BSN program to obtain grant funds to expand the Accelerated BSN program to increase the number of BSN prepared nurses to meet the demand for care. He is a community leader in the support of students in Transition to Practice programs and utilizes the VALOR program to align future nurses within the VA.

6. *Achieved recognition beyond the medical center for the advancement of nursing practice.*

Mr. (b)(6) is an advocate for sharing best practices with other facilities. In the last year, we were designated as a Pathway to Excellence® facility. Mr. (b)(6) has provided support and guidance to others seeking this designation. He serves as the Nurse Executive Advisor for the VHA ONS Nursing Excellence Collaborative and on the Steering Committee for this collaborative. He was recognized as one of the Great 100 Nurses of North Carolina for nursing excellence. Mr. (b)(6) had a dream to change the way Nurses Week was celebrated in the Tucson area. He gathered leaders from various institutions who became the Tucson Nurses Week Foundation Board of Directors and began celebrating nurses for their professionalism, education, research and personal vitality in 1995 in a city-wide event. In 2000, Mr. (b)(6) received the Tucson Fabulous 50 award. Mr. (b)(6) is a transformation leader experienced in engaging and inspiring employees and fostering a professional practice environment of continuous learning, responsible risk-taking, and personal accountability to optimize patient centered care and clinical outcomes.

2020 Secretary of Veterans Affairs Award for the Advancement of Nursing Programs by a Medical Center Director:

Joe D. Battle, Director

James A. Haley Veterans' Hospital and Clinics, Tampa, Florida

On behalf of the entire nursing staff, it is a great pleasure to nominate Joe D. Battle, Director, for the 2020 Secretary of Veterans Affairs Award for the Advancement of Nursing Programs. Mr. Battle has provided exemplary service as Medical Center Director of JAHVH, a level 1a complexity medical center, for more than four years. His VA career spans over 36 years of exceptional service to Veterans. Mr. Battle is widely regarded as a progressive, visionary leader who values nurses and their roles in advancing healthcare for Veterans. Corporate responsibilities include operation of a 499-bed hospital, with accountability for the healthcare of more than 97,000 unique Veterans, an annual budget of \$1.1 billion, and 5,600 FTEE, 90% of whom are Lean Six Sigma belt-trained. The medical center is renowned for its Polytrauma Rehabilitation Center, the busiest in VHA. The full spectrum of inpatient services are provided, as are outpatient primary and specialty care services. Mr. Battle has created a culture of continuous improvement and scholarly inquiry that has led to numerous measurable outcomes over the past 4 years. During Mr. Battle's tenure, JAHVH progressed from the 71st ranked facility in SAIL to 13th ranked among all 152 VHA facilities, making JAHVH a 5-star facility. This dramatic organizational improvement would not have been possible without his acknowledgment of nurses as partners and leaders in improving the quality and accessibility of care for Veterans.

Demonstrated support by facilitating the incorporation of evidence-based nursing practices into the facility's existing nursing program: When the Associate Director for Patient Care Services (ADPCS) conveyed the need for a nursing leader to facilitate the translation of research into practice, Mr. Battle endorsed creation of a Chief Nurse position for this role, allowing for development of an Evidence-Based Practice Committee under our Nursing Shared Governance structure. The JAHVH has since hosted three evidence-based practice symposia attended by over 150 nurses. Under Mr. Battle's direction, evidence-based, nurse-driven protocols have been executed for influenza immunization, reduction of MRSA transmission, and hospital acquired pneumonia prevention. Additionally, Mr. Battle has bolstered a focus on increasing Patient Satisfaction scores with several nurse-led initiatives, including Nurse Manager rounding and patient experience data training for nursing leadership. Magical Moments is a project that was developed by an interdisciplinary team led by a Nurse Manager. The project consists of six modules, each designed to improve communication and accountability for direct patient care and team collaboration. Given these initiatives, the overall hospital metric has improved from the 4th quintile to 3rd quintile in FY19, and the Patient Experience Domain improved 17 rankings in one year.

Mr. Battle's commitment to Performance Improvement has driven nurses to invest in improvements at the unit level. Over a one-year period, Huddle Board utilization rose from 1 to 28 unit-specific boards. The addition of Huddle Boards on each unit allows focused attention to readily accessible unit-specific data, facilitating identification of clinical problems, root causes, and implementation of practice changes. Huddle boards are ingrained in daily practice and empower nurses to be creative and take ownership for their practice. As a result, James A. Haley's CAUTI, CLABSI, VAE, and C Diff rates are superior to those of other 5-Star VA facilities as well as other non-VA teaching hospitals.

Created an organizational climate ensuring the involvement of Nursing as a clinical practice discipline in the health care facility: Mr. Battle ensures that staff nurses are empowered with knowledge and have parity with other healthcare professionals in the organization. Historically, Tampa RN turnover has been one of the lowest in the nation, improving from the 2nd to the 1st quintile between 2017 and 2019. Additionally, nursing staffing has increased by 18% from FY 16 to FY19. Our high retention of nurses is evidence of a workplace culture that recognizes nursing as a unique clinical practice discipline, uses evidence-based nurse staffing methodology tools to sustain adequate staffing levels, and has a well-established Shared Governance program to provide nurses a voice in decision making around workflow and policy development. Nurses are members and co-chairs of over twenty-five organizational committees, including: Quality, Safety, and Value Board, Patient Care Executive Board, Peer Review Committee, Veterans' Experience Council, and Patient Flow Committee. Recognizing the pivotal role that nurses play in keeping patients safe and improving quality outcomes, Mr. Battle supported the creation of a Chief Nurse for Quality Improvement, who serves as advisor to the Nursing Quality Shared Governance Council and co-leads the Enterprise Performance Improvement Council, working collaboratively with the Associate Chief of Staff for Performance Improvement and others.

With a sensitivity to operations at the front line, Mr. Battle recognizes that nurses are perfectly positioned on the journey to become a High Reliability Organization (HRO), by recognizing and reporting small problems before they cause harm to patients. As Director of a lead site for HRO, he encourages reporting of patient incidents and good catches, reviewing all of these during morning report. He supported nursing leadership's initiation of a "Good Catch" award program to recognize staff who bring awareness of potential risks to patient safety. For example, a nurse was recognized with a "Good Catch" award after identifying an IV pump malfunction that caused an over infusion of medication, resulting in a hospital-wide alert and actions to remove affected devices from clinical practice areas. The nurse-led VISN 8 Patient Safety Center of Inquiry at JAHVH has been continually funded since 1999. The Center focuses on the prevention of mobility related adverse events including patient falls, fall-related injuries and pressure injuries and the injuries sustained by nurses as they assist patient with mobility.

Supporting the evidence-based nurse staffing methodology process, Mr. Battle recognized the need to include performance improvement activities for staff nurses into JAHVH staffing models. Our nurse staffing levels are above the mean of comparable

facilities that subscribe to the National Database for Nursing Quality Indicators (NDNQI). This has contributed to the low RN turnover and an environment that maximizes nursing workforce capability. Since FY 16, Tampa has increased Registered Nurse (RN) staffing by 12.4% with a 24.8% increase in nursing assistants to reduce non-nursing tasks that were historically completed by RNs. This change has increased the time that RNs spend in direct care with patients. Further, JAHVH attained 70.38 on the VHA's "Best Place to Work" index on the All Employee Survey (AES), exceeding the national benchmark. The AES "Best Place to Work" index improved from the 3rd quintile to the 1st quintile between 2015 and 2016 and sustained 1st quintile performance for the past two years.

Mr. Battle advocates for advanced practice nurses (APRN) to practice autonomously in accordance with their professional training and education, to engage with physicians and other providers to deliver Veteran-centric, safe, and high-quality healthcare. APRNs are embedded in all care settings. Mr. Battle advocates for their assignment as primary care providers. At JAHVH, an APRN reviews G-Chart events which point out patient complications that may be attributed to systems errors. This process identifies potential and actual systems issues and has led to improved processes and patient outcomes.

Mr. Battle is a strong proponent of a highly productive, inter-professional health services research program with nine federally funded investigators and over 40 staff, including nurse scientists, statisticians, methodologists, and project management and administrative staff. This program of research focuses on improving outcomes for Veterans with disabilities and their families, including community reintegration, adverse events, pain, suicide risk, Veteran engagement, and quality of life. The nurse-directed Nursing Innovations Center for Evaluation, funded by VA QUERI and the Office of Nursing Services, conducts evaluations of priority programs to inform policy. Findings from one evaluation were used to update the VA Pressure Ulcer Handbook. Owing to Mr. Battle's advocacy and the success of the nursing research program at JAHVH, the Office of Nursing Services (ONS) and Office of Workforce Management (WFM) have indicated their support for another Nurse IV at JAHVH to serve as co-investigator in the Nursing Innovation Center of Evaluation (NICE) and co-investigator for WFM, including incentive hiring and scholarship programs, of which nurses comprise a large segment of participants.

Identified and facilitated maximum support services to enhance the effective functioning of nursing personnel: Recognizing that our hospital's major resource – Nursing – is the organizational "backbone," Mr. Battle fully supported multiple initiatives to improve the quality, environment, culture, influence and impact of nursing. Mr. Battle continuously dedicates resources to multiple nurse-led Lean Six Sigma Rapid Improvement Events (RIEs). The RIEs served to improve: Utilization of the Progressive Care Unit, One-to-one Patient Observation, Nursing Recruitment, and two RIEs to Reduce Non-Value-Added Nursing Tasks, enhancing the functioning of nurses. Mr. Battle ensures the Executive Leadership team's presence at RIE report outs at initial, 30, 60, and 90-day intervals. He is an active listener, often reading between the lines to assist teams with challenges or barriers. These RIEs culminated in a podium presentation by two nurse leaders at the 2018 American Nurses Credentialing Center's annual Magnet Conference entitled, "Inpatient Flow: Our Year of Rapid Improvement Events." Mr. Battle continually challenges nurses to go beyond "better" to "be great," allowing them to trial innovative ideas and stretch assignments without fear of failure or criticism. Other supportive efforts include increasing the time that RNs spend with patients by allocating additional supportive personnel, including Patient Transporters for inpatient and outpatient areas, and expanding the Patient Safety Nursing Assistant role. Recently, staff nurses led an improvement project in the Emergency Department targeted at improving throughput and efficiencies for Fast Track/Urgent Care. Mr. Battle has supported two Nurse Navigator positions resulting from a piloted project aimed to decrease OR cancellations, decrease late case starts, and improve efficiencies. These piloted positions realized a 67% increase in clinic utilization as well as decreased case cancellations. While improvement work is often focused on effectiveness, efficiencies, and metrics, Mr. Battle consistently uses the final report-out opportunity to not only preview work of the group, but also to engage with the team and hear personal insights into the experience. He concludes each presentation with a heartfelt "thank you."

Mr. Battle championed implementation of a nurse-led Final Salute and Honor Escort Program, which engages staff from multiple services to hold an end-of-life honor ceremony for Veterans who die in the hospital. Post-mortem care, an emotionally demanding task for nurses, was previously a sole responsibility of the nurse caring for a patient who passed away in our hospital. With the Final Salute and Honor Escort Program, end-of-life care is now a shared responsibility. Patient transport/Honor Escort staff are pivotal in preparation of the Veteran, Chaplain staff meet with the family to discuss their specific wishes for the ceremony, and employees from all over the hospital report to the unit where they line the hallway from the Veteran's room to salute, stand at attention, or put their hand over their heart while the Honor Escort slowly transports the Veteran, draped by a flag, off the unit while the "Taps" bugle call is played.

In recognition of the importance of a safe patient handling program and the prevention of workplace injuries for nurses, the Director involves the Safe Patient Handling and Mobility (SPHM) Coordinator, a staff nurse, in the design phase for new construction to ensure the installation of lifting devices and technology that maximize patient safety and proper ergonomics for the nurses who care for them. Further, he supported the designation of Safe Patient Handling and Mobility Experts (SPHMEs) for each nursing unit and expanded the cadre of SPHMEs to all clinical setting where patient lifts and transfers are performed. An indicator of his advocacy for safe patient handling and mobility is Mr. Battle's authorization of indirect time for these SPHMEs to complete their duties.

Demonstrated, through managerial and supervisory efforts, a commitment to support the full professional role of nurses and to foster career growth and development programs for nursing staff: Since Mr. Battle's selection as Director, the VA National Education

for Employees Program (VANEPP) was reinitiated to create opportunities for employees to become RNs. In three cycles, 31 employees without RN licensure entered the program. To promote professional development of RNs, Mr. Battle fully supported 45 RNs for a total of \$629,646 in National Nursing Education Initiative (NNEI) scholarship funding for Bachelor, Master, and Doctoral level education. Funding for the Tuition Assistance Program (TAP) steadily increased to \$95,000 in FY19.

In 2017, a nursing workgroup was formed to examine promotional opportunities for direct care nurses. From this workgroup came the "Preparing Nurses for Rewarding Opportunities through Meritorious and Original experience and Teaching Excellence" (PROMOTE) Committee, providing education to improve staff nurse input into their proficiency reports. Since the PROMOTE Committee's training started in 2017, there has been a significant increase in direct care RN promotions to Nurse II and Nurse III (328 promotions in a 12-month period since Mr. Battle's appointment as Director, compared to 69 promotions previously in a 12-month period). Additionally, under his tenure, two members of our nursing staff have won VISN and National awards for the Secretary of VA's Awards in Nursing Excellence Program. His appreciation of the value of specialty nursing certification is evident by the nursing staff's eligibility for a step increase for attainment of certification.

Mr. Battle's commitment to the professional development of nurses is evident by their involvement in national professional nursing organizations. For two consecutive years, Spinal Cord Injury Nurse Educators were recipients of the Nurse Educator of the Year Award from the Association of Rehabilitation Nurses (ARN). A Perioperative Nurse received the American Association College of Nursing's Vanguard Award for exemplary practice as a Clinical Nurse Leader. A nurse researcher was recognized as a Nurse Influencer by the University of Washington. A second nurse researcher received the Distinguished Member Award from the Association for the Advancement of Wound Care. Nurses have presented at multiple national conferences, including the ARN, Magnet Nursing Conference, American Association of Spinal Cord Injury Professionals, Health Systems Improvement Conference, American Congress of Rehabilitation Medicine and others.

JAHVH participates in the national DAISY Foundation's Award for Extraordinary Nurses Program, honoring nurses who show extraordinary compassion towards patients and families. The impact on this program on the satisfaction and pride of nurses is profound, and Mr. Battle regularly attends DAISY recognition events. Recently, the founders of this international award founders visited JAHVH to personally recognize recent award recipients and express their gratitude to Mr. Battle for using this award program to underscore the difference that nurses make in the lives of patients. Mr. Battle consistently provides comments at graduation ceremonies for our Clinical Operations Management Program for novice Nurse Managers, which prepares new managers for their roles, increases role competency, and promotes role satisfaction. This innovative program has been presented at three national nursing conferences. He also participates in the graduation event for new graduate nurses who complete our facility's RN Transition to Practice program.

Achieved recognition beyond the medical center for the advancement of nursing: Mr. Battle recently received the University of South Florida (USF) Community Partnership Award, based on his extraordinary support of nursing students through positive learning and professional development experiences, and the facility's longstanding academic partnership with the USF College of Nursing. This award is presented to individuals who render unparalleled service to the success of students at USF. The academic partnership with USF's College of Nursing is based on strong and trusting relationships, shared faculty and trainees, innovations in education, patient care, research, and an emphasis on scholarship and inquiry, fostered by Mr. Battle's executive leadership. JAHVH provides the College of Nursing with nurse educators to assist in teaching undergraduate nursing students. These educators provide oversight of clinical placement and preceptor assignment. JAHVH's long history with USF College of Nursing includes participation in the Veterans Affairs Nursing Academy Service Partnership (VANASP) and focus on educating nurses in caring for service members, Veterans and their families. Our current collaborative with the College of Nursing, Veterans to Bachelor's (VCARE) major, enables Army, Air Force medics and Navy corpsmen to become RNs and by acknowledging prior training and experience, shortens the time to degree completion, while maintaining academic rigor, clinical quality, and high nursing licensure pass rates. Mr. Battle promotes collaboration with community partners and is dedicated to hiring Veterans. Since the initiation of the VCARE program, our facility has targeted these individuals for VALOR positions. Given their expertise and proven work ethic, Mr. Battle has committed to hiring all VALOR students. The Office of Human Resources Management recognized this as a best practice and offered to maximize the number of funded VALOR positions as a result.

The hospital was recently awarded Advanced Level Facility Simulation Certification. Mr. Battle encourages use of simulation in all areas of patient care, with nurses serving as most of simulation faculty. In FY 18, nurses represented over 81% of 8,835 participants who received simulation training. Through simulation, nurses decreased medication interruptions by 26% and improved safe patient handling practices. Additionally, nurses provided simulation to patients and families in preparation for cardiothoracic surgery. Post-operative hospitalization for patients who received this training before surgery has decreased by 1.6 days. Simulation nurse faculty members have presented research findings in simulation conferences internationally and nationally.

The Secretary of Veterans Affairs Award for the Advancement of Nursing Programs is a richly deserved honor for Mr. Battle.

(b)(6) MN, RN, NEA-BC

Associate Director of Patient Care Services, James A. Haley Veterans' Hospital and Clinics

SECRETARY'S AWARD FOR EXCELLENCE IN NURSING
Criteria for RN-Expandable
TN Valley Healthcare System

1. Demonstrated expert competency in nursing practice:

As an established Clinical Nurse Leader (CNL), Ms. (b)(6) focus centers on quality improvement, interprofessional communication, evidence-based practice, and care coordination at the point-of-care. As a CNL, she designs, implements, and evaluates patient care in her microsystem (the Medical Intensive Care Unit [MICU]). She works with the interprofessional team to ensure that care is laterally integrated and coordinated, especially in transitions to other settings. She acts as a risk anticipator, evaluating anticipated risks to patient safety with the aim to avoid medical errors and improve quality. As part of her endeavors to improve quality, Ms. (b)(6) pursues opportunities to provide point-of-care education that is timely and in the moment to patients, family and other healthcare providers to ensure care decisions and practice is appropriate and evidence-based. She assists staff in making appropriate assignments based on patient acuity and staff experience by applying the American Association of Critical Care Nurses (AACN) Synergy Model. Ms. (b)(6) evaluations at the point of care afford her the opportunity to monitor nursing staff and implement measures to ensure interrater- reliability. These interventions create a cohesive approach to a standardized delivery of care that further ensures the best clinical outcomes. She participates in the identification and collection of selected care outcomes and is accountable for the evaluation and improvement of outcomes.

Ms. (b)(6) has established herself as an expert in her field and has been recognized for her efforts by various organizations. Sacred Heart University awarded Ms. (b)(6) the Outstanding Capstone Award for the Clinical Nurse Leader track in the College of Nursing for the introduction and successful implementation of ICU Diaries in 2017-2018. Ms. (b)(6) continued her work with the ICU Diaries and was subsequently awarded the Evidence-based Practice Research Award by Clinical Nurse Leader Association in 2018. Additionally, Ms. (b)(6) was invited by the National Office of Patient Centered Care to develop and ICU Diary Toolkit to share with other VAs to assist them in implementing diaries in their facilities. For the impact the ICU Diaries demonstrated on mitigating the impact of Post-Intensive Care Syndrome (PICS) and for work that supported reducing the impact of delirium, Ms. (b)(6) received the Society of Critical Care Medicine's (SCCM) ICU Hero Award and was invited to participate as an active member of the Thrive Taskforce, which provides the SCCM with pivotal information about the needs and families that experience post-intensive care syndrome (PICS), and continues to develop a distribution plan to share the learnings garnered for utilization by clinicians worldwide.

2. Established and maintained a personal development plan to support professional career development with demonstrated innovative outcomes in nursing practice:

In addition to obtaining a Master of Science in Nursing, Ms. (b)(6) has successfully pursued 4 national certifications: (1) Clinical Nurse Leader from the American Nurses Credentialing Center; (2) Critical Care Registered Nurse [CCRN], (3) Cardiac Medicine [CMC], and (4) Cardiac Surgery [CSC] all from the American Association of Critical Care Nurses.

Ms. (b)(6) maintains an active membership in the following professional organizations: American Association of Critical-Care Nurses, Society of Critical Care Medicine (SCCM), Clinical Nurse Leader Association, Sigma Theta Tau (Iota chapter), and American Delirium Society. Through her active involvement in these organizations, Ms. (b)(6) has engaged in professional networking to share and learn best practices while also attending conferences/meetings where she can acquire continuing education. As a member of the SCCM and as the CNL in the MICU, Ms. (b)(6) has functioned as a site lead in two national collaboratives: The SCCM's ICU Liberation Collaborative and the SCCM's Thrive Collaborative. Her participation garnered data to support best practices that have been fully implemented in Tennessee Valley Healthcare Systems (TVHS) intensive care units. Additionally, TVHS was recognized as a top performer in the ICU Liberation collaborative. Ms. (b)(6) continues this work to improve outcomes for the Veteran population she serves and shares her work through speaking engagements and publications that are outlined in subsequent sections.

3. Collaborated effectively with other health care colleagues.

As previously mentioned, Ms. (b)(6) has functioned as a site lead in two national collaboratives: The SCCM's ICU Liberation Collaborative and the SCCM's Thrive Collaborative. Her participation garnered data to support best practices that have been fully implemented in Tennessee Valley Healthcare Systems (TVHS) intensive care units. Ms. (b)(6) as team lead, worked with the entire interprofessional team to develop a synergist approach to applying the many components of the ABCDEF bundles in order to effectively reduce the length of stay in our ICUs, to increase vent-free day and increase delirium free days.

As part of her daily responsibilities, Ms. (b)(6) is an integral participant in Interprofessional Team rounding. She provides continuous and on-going education to the residents and interns who rotate through the MICU. This insures adherence to our best practices and educates new medical staff to the improved outcomes that can be attained through the sustainment of the ABCDEF bundle and the principle of analgesedation and early mobility as primary interventions to reduce delirium. She includes families in these discussions, and as site lead for the Thrive Collaborative has been successful in the implementation and sustainment of ICU Diaries and a Peer Support Group program. These efforts include research activities and collaboration with VA Quality Scholars.

Ms. (b)(6) has gone beyond her role locally and is a participant in the Electronic Health Record Modernization (EHRM) Acute Care Delivery (ACD) council for the development of Cerner. She works with all interprofessional end users of the EHR from both the VA and members of the Department of Defense. This council is responsible to ensure all clinical workflows and activities are identified and ensure adherence to the agreed upon national standards for the full continuum of care for inpatient nursing care delivery, inpatient respiratory therapy and infection control/prevention. The council is responsible for issue resolution by facilitating the decision-making process through interdisciplinary collaboration both within and outside the VHA. In this forum, Ms. (b)(6) has been able to share the success of TVHS and the lessons learned from participation in the collaborative as well as the evidence of new best practices. She has had a direct impact on standardizing care throughout the national healthcare system.

4. Demonstrated effective use of evidence-based practice to enhance or improve health care outcomes:

As previously mentioned, Ms. (b)(6) participated as a site lead in two national collaboratives: The SCCM's ICU Liberation Collaborative and the SCCM's Thrive Collaborative; she continues to sustain the best-practices learned from these events. Her local efforts included hard-wiring these best practices through updating policies, on-going education and continuous re-evaluation and assessments of her microsystem. These collaboratives have resulted in data that will change best practices and have already positively impacted outcomes within TVHS. At the conclusion, TVHS was recognized as a top-performer and demonstrated a reduced median ICU length of stay (LOS), reduced median hospital LOS, a reduction in total hours on mechanical ventilation and delirium-free days doubled. These results were shared with nationally with the Clinical Nurse Leader Association, the American Delirium Society and the American Hospital Association and Health Research and Educational Trust (HRET)'s Hospital Improvement Innovation Network (HIIN) through speaking. The results of her leadership and participation efforts in these collaboratives have yielded several publications. In addition, Ms. Drumright has participated as an author or co-author in the follow:

- Haines, K. J., McPeake, J., Hibbert, E., Boehm, L. M., Aparanji, K., Bakhru, R. N., ... & **Drumright, K.** (2019). Enablers and barriers to implementing ICU follow-up clinics and peer support groups following critical illness: The Thrive Collaboratives. *Critical Care Medicine*.
- McPeake, J., Hirshberg, E. L., Christie, L. M., **Drumright, K.**, Haines, K., Hough, C. L., ... & Bates, S. (2019). Models of Peer Support to Remediate Post-Intensive Care Syndrome: A Report Developed by the Society of Critical Care Medicine Thrive International Peer Support Collaborative. *Critical care medicine*, 47(1), e21-e27.
- **Drumright, K.** (2018, August). ICU diaries: Addressing sequelae of critical illness in Veterans via implementation of diaries in the intensive care unit. *American Delirium Society Newsletter*.
<https://spark.adobe.com/page/3EZkapeBVfANi/>
- Haines, KJ, Sevin, CM, Hibbert, E, Boehm, LM. [and others, including **Drumright, K.**] (2018). Driving Improvements Back into the ICU Using Knowledge Learnt from Post-ICU Care. **Pending publication.**
 - Haines KJ, Sevin CM, Hibbert E, Boehm LM, [and 32 others, including **Drumright, K.**] (2019). Key Mechanisms By Which Post-ICU Activities Can Improve In-ICU Care: Results of the International THRIVE Collaboratives. *Intensive Care Medicine* (2019) **in press**.

5. Demonstrated integrity and adherence to the nursing professions code of ethics

Ms. (b)(6) constantly seeks to address complex ethical issues within VHA. Participants of the ICU Task Force are not surprised when she will ask in the middle of a debate “What would be the *right* to do here for Veterans and the staff?” One specific topic where these values were exemplified is her support for improving the palliative care processes in the MICU. Noting frustrations by the nurses about the need for improved processes, Ms. (b)(6) worked with Quality Improvement experts to systematically improve the care of seriously ill Veterans and their families. In spite of challenging discussions, limited resources, and discipline-specific scope-of-practice concerns, the guiding principle for Ms. (b)(6) during all phases of change was ensuring Veterans’ needs were met. As an example, Ms. (b)(6) led the way for a Veteran in the MICU to experience a full emersion baptism as his dying wish. This Veteran asked to be baptized prior to having his ventilator support withdrawn. Ms. (b)(6) pulled together the interprofessional team, including engineering and Chaplain services to meet this Veteran’s need and to honor him before he passed.

6. Developed and implemented strategies to improve organizational performance related to resource utilization:

As outlined above, Ms. (b)(6) has gone beyond her role locally and is a participant in the Electronic Health Record Modernization (EHRM) Acute Care Delivery (ACD) council for the development of Cerner. She works with all interprofessional end users of the EHR from both the VA and members of the Department of Defense. In this forum, Ms. (b)(6) has been able to share the success of TVHS and the lessons learned from participation in the collaborative as well as the evidence of new best practices. She has had a direct impact on efforts towards standardizing care throughout the national healthcare system.

Ms. (b)(6) provided exhaustive efforts as a guiding member of the MICU’s Beacon workgroup. The Beacon Award for Excellence honors individual units that distinguish themselves by improving every facet of patient care. Ms. (b)(6) facilitated process reviews, surveys and data analysis which allowed the MICU to foster improvements which impacted both employee engagement and patient outcomes. The MICU proudly accepted the Beacon Silver Award in 2018 and is one of a few units within the VHA to hold this distinction.

Together these efforts demonstrate Ms. (b)(6) commitment and efforts to improve the organization’s performance both locally and nationally.

7. Promoted the image of nursing and the nursing profession within the community:

The following examples are referenced above but are relevant to how Ms. (b)(6) has promoted nursing and the nursing profession. These examples have been shared publicly and within the healthcare community.

- ICU Support Groups – began in 2016, resulting in various publications (some mentioned above).
- The SCCM’s ICU Hero Award 2018
- Full emersion baptism – This was widely shared throughout the facility, social media, at national conferences. Additionally, an editorial written by Dr. (b)(6) was published by Wall Street Journal and includes the efforts made by VA nursing staff to honor a dying Veteran’s last wish. Other SCCM faculty have shared this story when they speak nationally and internationally on the F- “Family Engagement” element of the ABCDEF bundle.
- TVHS was honored nationally as the Top Performers amongst 77 other sites that participated in the SCCM ICU Liberation collaborative – This success was widely shared throughout our facility, to local news channel, and via the GRECC newsletter
- Beacon Silver Award 2018 – shared widely with VA, AACN community and is used as a recruitment tool for perspective employees.

It is only fitting to conclude with the feedback Ms. (b)(6) received from the SCCM for her participation in the Thrive Collaborative/Task Force.

“Your service as a member of the Thrive Task Force has provided SCCM with pivotal information about the needs of patients and families that experience post intensive care syndrome (PICS). Your contributions have been significant and promoted positive change in the healthcare system... The information garnered from your work will help tens of thousands of patients across the globe.”

Demonstrates expert nursing practice

Ms. (b)(6) has provided leadership in the application of the nursing process not only to patient care, but to organizational processes throughout Central Arkansas Healthcare System, and VISN 16 thus improving outcomes at the facility and VISN level through her involvement with the Virtual Medical Room program. Ms. (b)(6) has worked with all services within Central Arkansas Veterans Healthcare System (CAVHS) by providing educational training, developing templates and working with personnel at a national level to implement this program. She has also worked with the facilities across VISN 16 telehealth spoke sites to implement this program through blood pressure visits with RN Care Managers. She is also working on an Advancing Telehealth through Local Access Stations (ATLAS) program to implement the use of Virtual Medical Rooms at public libraries within the state of Arkansas. In addition to the above examples, Ms. (b)(6) demonstrates her commitment to quality of care by being the RN Care coordinator of the V Impact program for VISN 16, providing Patient Aligned Care Team (PACT) training at 5 other VISN 16 facilities. Coordinated with other Care Coordinators to provide training sessions for staff at these facilities to meet the goals to implement this program at facilities across the VISN. Ms. (b)(6) worked with Boise, Idaho to develop a program for staff training that included coordinating with the service chiefs to set goals for staff training, monitoring and reporting at the VISNs level progress towards meeting these goals, and working with supervisory staff to continue scheduling classes for on-going training. Ms. (b)(6) completes follow-up after the training classes ensure that course objectives are met. Maintains responsibility for three Spoke sites and works closely with the Primary Care provider and the staff at those sites to assist with management of high-risk patients. She works with patient educators across the VISN and at the national level to share information and ideas about patient education programs and campaigns that are in practice at this facility and gather information from other facilities to implement new patient education topics and programs at this facility. She is very focused on the whole health of a patient and completes whole health visits with the patients she manages. As the RN Care coordinator for V-Impact 16 she identified a need to provide structured education regarding RN care management that would positively impact patient outcomes, particularly the high- risk and the outlying (not seen in over one year, having one or more comorbidities) patient. She uses positive, effective communication skills and professional behaviors that promote teamwork among her peers and with physicians. She uses the group process to identify, analyze, and resolve care problems. She uses these contacts to provide excellent care to our Veterans in a timely manner. She exhibits good customer service by displaying tact, empathy, courtesy and respect while communicating in a professional manner with the patients and their families. Her diverse work history background and "get it done" personality allow her to be calm in stressful situations. She can teach and direct staff in the use of virtual medical room appointments even when they become frustrated or don't understand the process. She is able to share with them a letter that she received from a patient that she has been conducting RN visits with over VA Video Connect (VVC) in which the patient's spouse stated "How does one say a proper Thank you for HOPE, a much better lifestyle, not only for my husband, but for our family. We have found light at the end of the tunnel! This Post Traumatic Stress Disorder (PTSD) has had a chokehold on our whole family and circle of friends for about 50 years. Now, we have such a wonderful support system through this VA Video Connect visit between a Veteran and their healthcare team. We finally feel as though someone really cares and the process is just incredible. The one on one approach is the key and it works." She identified a need to provide structured education regarding RN care management that would positively impact patient outcomes, particularly the high- risk and the outlying (delinquent) patient. After conducting her research, she developed and implemented the educational program entitled, "VHA Support Service Center Capital Assets (VSSC) training for RN Primary Care Panel Management". She collaborated with the RN staff at the spoke sites and a Clinical Pharmacy Specialist based at the Alexandria VA with specialized Diabetes management training One month into the implementation plan, HgbA1c scores showed an average decrease (of HgbA1c scores greater than 9%) of 1.1%. A 1 percent decrease is about 30 mg/dl and is significant in decreasing the risk of microvascular complications, such as diabetic eye, nerve or kidney disease by 10%. Hypertension diagnosis scores showed an average decrease of 5 percent. The percentage of Diabetics with low-density lipoprotein (LDL)c of <100 or not done improved 0.2 percent, moving that much closer to Benchmark. This educational program, which targets consistent management of the high risk or outlying (delinquent) patient measures the impact on the Veteran's ability to access care, reduce unscheduled, emergent and bounce back visits, and increase the quality of life for the veteran. She is very interested in Patient Satisfaction Quality specific to Telehealth patients developed a survey that has been distributed to every Telehealth Spoke site in the VISN. She collaborated with the director of Quality/ Implementation and Development VHA Office of Connected Care in Glendale, Colorado, to help obtain historical data and tool development.

Establishes and maintained a personal development plan to support professional career development with demonstrated innovative outcomes in nursing practice.

Ms. (b)(6) has a Bachelor of Science in Nursing and has other careers prior to becoming a nurse, one of those careers was in sales and marketing. This varied background has helped her with promoting new and innovative ideas throughout CAVHS and the VISN. She is passionate about whole health and attended seminars that were held nationwide. She promotes the use of whole health to her spoke sites. She is a lifelong learner and believes that nurses should always be abreast of the latest technology. She stays abreast by subscribing to and reading nursing journals, attending required and elective training, and leading and participating in workshops and in-services. Ms. (b)(6) uses professional standards of care and practice to evaluate programs and or service activities. She has set high standards for nursing practice not just in her local Primary Care area, but throughout the VISN. She assesses the educational needs of staff and develops plans to meet the needs of herself and her cohorts. Ms. (b)(6) developed and is implementing an educational program, "Virtual Video Connect". She voluntarily attended 2 weeks of training on the VA Whole health Initiative. She used the information gained from the seminar, nursing cohorts and her patients to develop and evidence-based educational program for Primary Care nursing staff to improve outpatient high risk measures such as diabetes and hyperlipidemia, thus improving SAIL scores. She is also involved as a circle leader for the Central Arkansas Veterans Healthcare System (CAVHS) VA Voices. In her role as RN Care Manager for V IMPACT 16, she presented an RN Care Manager role at one of the spoke setup sites in Pensacola, FL, Monroe, LA, and Fayetteville, AR. She also avails herself as a continual resource to the staff who use VSSC. Because of her presentations, the parent site for V-Telehealth (located in Boise, Idaho), will be sharing key points in her presentation with their newly hired RN Care Manager. To measure the success of her In-services/Presentations, she provides evaluations and surveys for staff members.

2020 SECRETARY'S AWARDS PROGRAM FOR EXCELLENCE IN NURSING

REGISTERED NURSE Name of Nominee: (b)(6), Bachelor of Science in Nursing (BSN), Registered Nurse (RN)

Collaborated effectively with other healthcare colleagues

Ms (b)(6) maintains a professional relationship with the members of the Healthcare team in Little Rock and across the VISN. She is excellent in expediting care for the veteran. She shares knowledge with other team members and has demonstrated collegiality/collaboration in the following ways: Ms (b)(6) uses positive, effective communication skills and professional behaviors that promote teamwork among her peers and with the physicians. She uses these contacts to provide excellent care to our Veterans in a timely manner. She communicates in a professional manner with the patients and their families. She understands the consult process and collaborates with other service providers with arranging for the proper care, such as regular foot care for the Diabetic patient with Neuropathy. In addition to reviewing patient charts for upcoming appointments, she places the results of the chart reviews in the patient chart, complete with recommended labs, immunizations, pertinent clinical reminders that are due, patients' medical history, the reason for the appointment, and any other concerns the patient may have. This measure promotes clear communication among team members and continuity of care for every team member and other disciplines seeing the patient. For her program, she requested to review Clinical Data of Diabetes patients at National, VISN, Parent, Provider and patient levels. She requested Corporate Data Warehouse access and it was granted. She also viewed Pyramid Analysis data to compare staffing workloads Her presentation on RN Care Management is being patterned for the Boise Telehealth parent site for their newly hired RN care manager. Because Ms (b)(6) believes that Patient Satisfaction is the best way to measure success of education and treatment, she worked to develop a Quality Initiative specific to Telehealth patients. She collaborated with the director of Quality/ Implementation and Development VHA Office of Connected Care in Glendale, Colorado, to help obtain historical data and tool development. Ms (b)(6) has been a trailblazer in Desktop Sharing Presentations regarding RN Care Management not just to her facility, but she has presented to the Community Based Outpatient Clinics (CBOCs) and to the Spoke Site in which she serves. She provides cart training virtually, and ensures the staff are competent to use the telehealth carts. She has established a positive and trusting relationship with her peers, staff and patients. Even though her chart review measure promoted clear communication among team members and continuity of care for every team member and other disciplines seeing the patient, She and the V IMPACT 16 Clinical Pharmacy Specialist conduct Shared Medical Appointment via Telehealth at the Pensacola, FL and Conway, AR spoke sites.

Demonstrates effective use of evidenced based practice to enhance or improve healthcare outcomes

She guides and directs the actions and activities of the Primary Care through Evidence Based practice, teaching and learning to optimize the care of the veteran. She attended several Whole Health seminars and educates the Spoke site nurses related to whole health. She conducted several surveys to her nursing cohorts regarding the nurse's proficiency regarding the use of the Primary Care Almanac, a useful tool in identifying and managing patient care needs in the primary care clinics. She has worked hard and has provided evidence suggesting that proactive, consistent monitoring of high-risk patients with one or more comorbidities through Shared Medical Appointments, phone visits, frequent follow-ups, and multidisciplinary collaboration yield improved outcomes for the high-risk patient. One month into the implementation plan, HgbA1c scores showed an average decrease (of HgbA1c scores greater than 9%) of 1.1%. A 1 percent decrease is about 30 mg/dl and is significant in decreasing the risk of microvascular complications, such as diabetic eye, nerve or kidney disease by 10%. Hypertension diagnosis scores showed an average decrease of 5 percent. The percentage of Diabetics with LDLc of <100 or not done improved 0.2 percent, moving that much closer to Benchmark. This educational program, which targets consistent management of the high risk or outlying (delinquent) patient measures the impact on the Veteran's ability to access care, reduce unscheduled, emergent and bounce back visits, and increase the quality of life for the veteran.

Demonstrates integrity and adherence to the nursing professional code of ethics

(b)(6) provides leadership to fellow colleagues and clinical staff in areas of ethical concern. She safeguards patient privacy and is vigilant to identify areas of ethical concern (such as trust, confidentiality, and pain management), acting as an advocate for patients and veterans when issues arise. She continually strives to develop rapport and a relationship of trust with patients and family members involved in care and serve as a resource and advocate for protecting the rights of my patients/family and staff. She collaborates with other services such as social work or home-based primary care to address issues of concern related to patients. She is watchful for ethical issues which impact staff and work with staff and clinical managers to address these issues as needed. She participates in ethics consultation with patients and staff as needed. An example of her ethical behavior could include the following: Ms. West provides leadership in identifying and addressing ethical issues that impact clients and staff. This includes initiation and participation in ethics consultations. The risk areas are identified by utilization and application set forth by American Nurses Association, CAVHS policy, Joint Commission and HIPPA. Her leadership is reaffirmed through the display of patient advocacy and her ability to communicate with other services and disciplines regarding ethical issues and encourages others to adhere to hospital standards for patient privacy and confidentiality. She is a leader in the identification and the addressing of possible ethical issues that may arise while providing patient care. She is also an advocate for the patient, even in the most critical of situations. For example, she had a patient who had PTSD for years and refused treatment as he did not want to be in a Mental Health setting. She was able to talk the patient into a VA Video Connect (VVC) visit within the comforts of his own home. After a couple of months, she received a letter from the patient's wife. "How does one say a proper Thank you for HOPE, a much better lifestyle, not only for my husband, but for our family. We have found light at the end of the tunnel! This PTSD has had a chokehold on our whole family and circle of friends for about 50 years. Now, we have such a wonderful support system through this VA Video Connect visit between a Veteran and their healthcare team. We finally feel as though someone really cares and the process is just incredible. The one on one approach is the key and it works.

Developed and implemented strategies to improve organizational performance related to resource utilization.

She manages program resources to facilitate safe effective, prudent and efficient care. Because of her proficient use with Primary Care Almanac, and her implemented educational program taught to staff, she can quickly identify patients who are outliers for labs such as lipids or HgbA1c's, contact them and coordinate labs on a day when they have another appointment with another specialty, and follow-up with a phone visit or VVC visit to discuss results. This single measure saves 1) Travel pay, depending on the distance a patient would have to drive for a Lab & Go visit, 2) Decreased demand Face to face clinic time, as it is a need that can be met and satisfied without physically seeing the patient and allows patients with higher acuity to be seen in their place. 3) Face to Face visit cost: Outcomes are

2020 SECRETARY'S AWARDS PROGRAM FOR EXCELLENCE IN NURSING

REGISTERED NURSE Name of Nominee: (b)(6) Bachelor of Science in Nursing (BSN), Registered Nurse (RN)

measured by Primary Care Almanac Diabetic Outlier Data, which is updated monthly. One month into the implementation plan, HgbA1c scores showed an average decrease (of HgbA1c scores greater than 9%) of 1.1%. A 1 percent decrease is about 30 mg/dl and is significant in decreasing the risk of microvascular complications, such as diabetic eye, nerve or kidney disease by 10%, saving \$8,000 in healthcare costs. During her instructional sessions with primary care spoke sites and facility telehealth coordinator, she showed staff the proper steps to ensure that panels were updated and accurate. She collaborated with Primary Care Management Module (PCMM) staff and implemented education on "scrubbing the panel" into her VSSC education program. Scrubbing the panel consists of identification of patients who have relocated to other VA's, have not been seen more than one year(outlying), and notifying PCMM regarding their enrollment status. This measure has a direct impact on the increase of patient care access at the Primary care level and ensures that Veterans Equitable Resource Allocation (VERA) Dollars are correctly routed. The outcome for this educational measure includes: 1) more accurate reflection of panel uniques, 2) Increased access for patients enrolling in Primary care 3) ability to enroll and treat patients in a timelier manner. Under VERA, resource allocation is also based on how sick the patients are in each region (their health status or "case mix"), because the sickest patients are the costliest to treat. She also has Arkansas, Florida, and Louisiana Prescription Monitoring Program access (PMP) which allows her to coordinate her findings with the Opioid Therapy Risk report (another component of VSSC/ Primary Care Almanac education program) to prevent the occurrence of patients receiving narcotics from more than one facility and decrease the risk of adverse outcomes (ranging from constipation, dependency, and death) from multiple facility narcotic receipt. She also made her Arkansas PMP findings part of her Pre-appointment assessment. She uses the Arkansas PMP findings with the Opioid therapy risk report and communicate the findings with her Primary Care provider. Pre-assessment coordination allowed her to expedite and organize the care given to the veteran, communicate care needs to the entire team and other disciplines seeing the patient, maximize their appointment time by having all labs, imaging, medical records and reports available at the time of the visit, thus reducing the need for follow-up and bounce back visits, thereby increasing access for another (and often sicker) veteran to be seen.

Promoted the image of nursing and the nursing profession within the nursing community.

She volunteers through her church in nursing roles such as a member of the Fast Action Response team for emergencies at church. She is a member of the Woman of Trinity which provide volunteer nursing services within the community. She has volunteered to do blood pressure checks at the Little Rock Air Force base during their air show.

**Department of
Veterans Affairs**

Memorandum

Date: January 28, 2020
From: Executive in Charge, Veterans Health Administration (10)
Subj: 2020 Secretary's Award for Excellence in Nursing and Secretary's Award for the Advancement of Nursing Programs
To: Secretary (00)

1. Approval is requested for the following nursing personnel to receive the Secretary's Award for Excellence in Nursing, 2020:

Registered Nurse/Expanded Role: (b)(6) **MSN, RN, CNL, CCRN-CMC, CSC**
Nashville, TN

Registered Nurse/Staff Role: (b)(6) **BSN, RN**
Little Rock, AR

Licensed Practical Nurse: (b)(6) **LPN**
Asheville, NC

Nursing Assistant: (b)(6) **NA**
Hampton, VA

2. Approval is also requested for the following personnel to receive the Secretary's Award for the Advancement of Nursing Programs:

Nurse Executive: (b)(6) **MS, RN**
Asheville, NC

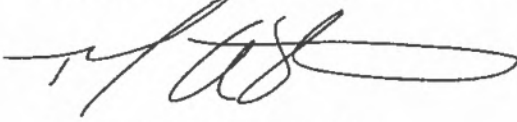
Medical Center Director: **Joe D. Battle**
Tampa, FL

3. Nominations for the awardees are attached.

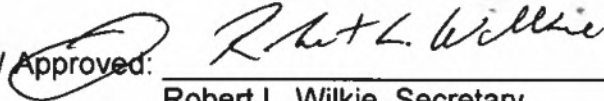
4. The Veterans Health Administration recommends that the Secretary deliver his congratulatory message in a small personal ceremony in the Secretary's Suite. Cost would include six award plaques at an estimated cost of \$950 and travel costs for the winners estimated to be approximately \$9,000.

Page 2.

5. The Office of Nursing Services would like to honor the winners during Nurses Week 2020 and request the ceremony be any day between May 4-8, 2020.



Richard A. Stone, M.D.
Executive in Charge

Disapproved/ Approved:  Date: 6 MAR 20
Robert L. Wilkie, Secretary



Department of Veterans Affairs

INCENTIVE AWARDS RECOMMENDATION AND APPROVAL

DATE RECEIVED

OLDE RELEASE DATE

TYPE OF AWARD(S) RECOMMENDED (check as appropriate)

NOTE: Shaded area (Case Number) for Human Resources Use Only

CASE NUMBER	X	AWARDS			
	<input checked="" type="checkbox"/>	HONOR	SPECIFY TYPE Secretary's Award for Excellence		
	<input type="checkbox"/>	SPECIAL CONTRIBUTION	TANGIBLE SAVINGS	INTANGIBLE VALUE (See VA Handbook 5017, Part III, Appendix A. "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> MODERATE <input type="checkbox"/> EXCEPTIONAL <input type="checkbox"/> SUBSTANTIAL	INTANGIBLE EXTENT (See VA Handbook 5017, Part III, Appendix A. "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> LOCAL <input type="checkbox"/> REGIONAL <input type="checkbox"/> GENERAL
			AWARD VALUE	GROSS-UP (if applicable)	TOTAL AWARD AMOUNT (Award Value + Gross-Up) =
	<input type="checkbox"/>	SUPERIOR PERFORMANCE (SP) AWARD	AWARD AMOUNT	% BASE ANNUAL SALARY (if applicable) %	
	<input type="checkbox"/>	QUALITY STEP INCREASE	Attach written justification and performance appraisal.		
	<input type="checkbox"/>	SPECIAL USE	<i>(See VA Office of Finance, Vol. II, Chapter 4, Awards, Ceremonies, Food or Refreshments, Gifts or Mementos)</i>		
			<input type="checkbox"/> CASH AWARD <input type="checkbox"/> CASH EQUIVALENT (i.e. gift card, gift certificate) <input type="checkbox"/> NON-CASH (greater than \$100) <input type="checkbox"/> DE MINIMUS NON-CASH (\$100 or less)	AWARD VALUE	GROSS-UP (if applicable)
			CERTIFICATION: I certify that this item is not a cash equivalent and has a value of \$100 or less.		SIGNATURE
	<input type="checkbox"/>	TIME OFF	TOTAL HOURS	VALUE OF CONTRIBUTION (See VA Handbook 5017, Part III, Appendix F. "Scale of Time Off Awards.") <input type="checkbox"/> MODERATE <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> EXCEPTIONAL	

CURRENT STATUS (Provide justification on reverse or attach separate sheet)

FACILITY NO.	NAME OF EMPLOYEE(S)	EMPLOYEE ID NUMBER	AWARD AMT/ HOURS OFF	POSITION TITLE	PAY PLAN/ GRADE STEP	BASE SALARY
626	(b)(6)		0.00	RN		
598			0.00	RN		
637			0.00	LPN		
590			0.00	HCT		
673	Joe Battle		0.00	Director		

PERIOD COVERED BY RECOMMENDATION	PROMOTIONS, AWARDS, QUALITY STEP INCREASES, OTHER HONORS RECEIVED DURING LAST 12 MONTHS
SIGNATURE, TITLE AND ORGANIZATION OF RECOMMENDING OFFICIAL (b)(6) Chief Nursing Officer	DATE

CONCURRENCE (if required)

SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE

APPROVAL

SIGNATURE OF TECHNICAL REVIEWER (if required locally)	DATE	SIGNATURE, TITLE AND ORGANIZATION OF OFFICIAL AUTHORIZED TO MAKE INCENTIVE AWARDS DECISION	DATE
(b)(6)		<i>Robert L. Wilkie</i>	6 MAR 20
(b)(6) Progam Analyst VSHO Awards Team	02/05/2020	Robert L. Wilkie Secretary of Veterans Affairs	

INCENTIVE AWARDS RECOMMENDATION AND APPROVAL

DATE RECEIVED

OLDE RELEASE DATE

TYPE OF AWARD(S) RECOMMENDED (check as appropriate)

NOTE: Shaded area (Case Number) for Human Resources Use Only.

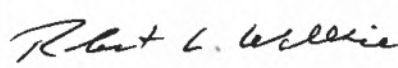
CASE NUMBER	X	AWARDS			
	<input checked="" type="checkbox"/>	HONOR	SPECIFY TYPE Secretary's Award for Excellence		
	<input type="checkbox"/>	SPECIAL CONTRIBUTION	TANGIBLE SAVINGS	INTANGIBLE VALUE (See VA Handbook 5017, Part III, Appendix A, "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> MODERATE <input type="checkbox"/> EXCEPTIONAL <input type="checkbox"/> SUBSTANTIAL	INTANGIBLE EXTENT (See VA Handbook 5017, Part III, Appendix A, "Scale of Awards Based on Intangible Benefits.") <input type="checkbox"/> LOCAL <input type="checkbox"/> REGIONAL <input type="checkbox"/> GENERAL
			AWARD VALUE	GROSS-UP (if applicable)	TOTAL AWARD AMOUNT (Award Value + Gross-Up) =
	<input type="checkbox"/>	SUPERIOR PERFORMANCE (SP) AWARD	AWARD AMOUNT	% BASE ANNUAL SALARY (if applicable) %	
	<input type="checkbox"/>	QUALITY STEP INCREASE	Attach written justification and performance appraisal.		
	<input type="checkbox"/>	SPECIAL USE	<i>(See VA Office of Finance, Vol. II, Chapter 4, Awards, Ceremonies, Food or Refreshments, Gifts or Mementos)</i>		
			<input type="checkbox"/> CASH AWARD <input type="checkbox"/> CASH EQUIVALENT (i.e. gift card, gift certificate) <input type="checkbox"/> NON-CASH (greater than \$100) <input type="checkbox"/> DE MINIMUS NON-CASH (\$100 or less)	AWARD VALUE	GROSS-UP (if applicable)
			CERTIFICATION: I certify that this item is not a cash equivalent and has a value of \$100 or less.		SIGNATURE
	<input type="checkbox"/>	TIME OFF	TOTAL HOURS	VALUE OF CONTRIBUTION (See VA Handbook 5017, Part III, Appendix F, "Scale of Time Off Awards.") <input type="checkbox"/> MODERATE <input type="checkbox"/> SUBSTANTIAL <input type="checkbox"/> EXCEPTIONAL	

CURRENT STATUS (Provide justification on reverse or attach separate sheet)

FACILITY NO.	NAME OF EMPLOYEE(S)	EMPLOYEE ID NUMBER	AWARD AMT/ HOURS OFF	POSITION TITLE	PAY PLAN/ GRADE STEP	BASE SALARY
637	(b)(6)		0.00	ADPCS		

PERIOD COVERED BY RECOMMENDATION	PROMOTIONS, AWARDS, QUALITY STEP INCREASES, OTHER HONORS RECEIVED DURING LAST 12 MONTHS
SIGNATURE, TITLE AND ORGANIZATION OF RECOMMENDING OFFICIAL (b)(6) Chief Nursing Officer	DATE

CONCURRENCE (if required)			
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE
SIGNATURE AND TITLE	DATE	SIGNATURE AND TITLE	DATE

APPROVAL			
SIGNATURE OF TECHNICAL REVIEWER (if required locally) (b)(6) (b)(6) Program Analyst VSHO Awards Team	DATE 02/05/2020	SIGNATURE, TITLE AND ORGANIZATION OF OFFICIAL AUTHORIZED TO MAKE INCENTIVE AWARDS DECISION  Robert L. Wilkie Secretary of Veterans Affairs	DATE 6 MAR 20

SECRETARY'S AWARD
for the
Registered Nurse - Expanded Role
Excellence in Nursing Award



(b)(6)

MSN, RN, CNL, CCRN-CMC, CSC

Tennessee Valley Healthcare System
Nashville, TN

2020

SECRETARY'S AWARD
for the
**Registered Nurse - Staff Role
Excellence in Nursing Award**



(b)(6)

BSN, RN

Central Arkansas Veterans Healthcare System
Little Rock, AR

2020

SECRETARY'S AWARD
for the
**Licensed Practical Nurse Role
Excellence in Nursing Award**



(b)(6)

LPN

Charles George VA Medical Center
Asheville, NC

2020

SECRETARY'S AWARD
for the
Nursing Assistant Role
Excellence in Nursing Award



(b)(6)

NA

Hampton VA Medical Center
Hampton, VA

2020

SECRETARY'S AWARD

for the
Nurse Executive Recipient
Secretary's Award for the Advancement
of Nursing Programs
Excellence in Nursing Award



(b)(6)

MS, RN

Charles George VA Medical Center
Asheville, NC

2020

SECRETARY'S AWARD

for the
Medical Center Director Recipient
Secretary's Award for the Advancement
of Nursing Programs
Excellence in Nursing Award



Joe D. Battle

James A. Haley Veterans' Hospital
Tampa, FL

2020

**SECVA Award for Excellence in Nursing and the Advancement
of Nursing Programs
CEREMONY NARRATIVE**

(b)(6)

17 JULY 20

**1055 HRS NARRATOR: LADIES AND GENTLEMEN, PLEASE
TAKE YOUR SEATS. THE CEREMONY WILL BEGIN IN 5
MINUTES. PLEASE SILENCE ALL CELL PHONES,
PAGERS, AND ANY OTHER DEVICES.**

1100 HRS

NARRATOR: GOOD AFTERNOON.

**It is my distinct pleasure to welcome you to the ceremony for the 2020
secretary's awards for excellence in nursing and the advancement of
nursing programs.**

**I am the Assistant Under Secretary for Health for Patient Care
Services/Chief Nursing Officer: Dr. (b)(6)**

**Today, I am extremely pleased to welcome all the winners of the
excellence in nursing, their leadership staff, and the VACO/VHA
leadership present today.**

**NARRATOR: Each year the Secretary's Award for Excellence in
Nursing and Advancement of Nursing Programs is given to individuals
who have been nominated by their colleagues for outstanding service to**

our veterans and the Department of Veterans Affairs. They have displayed the highest level of dedication to their profession.

The Secretary's Award for Nursing Excellence award honors: a Registered Nurse, a Registered Nurse Expanded Role, a Licensed Practical Nurse or Licensed Vocational Nurse, Nursing Assistant or a Health Care Technician. Secretary's Award for Advancement of Nursing Programs is awarded to a Medical Center Director and an Associate Director for Patient Care Services

NARRATOR: At this time, I would like to introduce SECRETARY Wilkie. It gives me great pleasure to introduce the tenth Secretary of Veterans Affairs, the Honorable Robert Wilkie.

Mr. Wilkie was confirmed by the United States Senate on July 23, 2018, and sworn in on July 30, 2018, after earlier serving as VA's acting Secretary.

Before coming to VA, Mr. Wilkie was Under Secretary of Defense for Personnel and Readiness, the principal advisor to the Secretary and Deputy Secretary of Defense on Total Force Management.

He has over 20 years of experience at the national and international levels. As Under Secretary of Defense, Mr. Wilkie served James Mattis. As Assistant Secretary of Defense, he served both Robert Gates and Donald Rumsfeld.

Before that, Mr. Wilkie was Special Assistant to the President for National Security Affairs and a senior director of the National Security Council.

For five years, Mr. Wilkie was Vice President for Strategic Programs for CH2M HILL, one of largest engineering and program management firms in the world.

He is an officer in the United States Air Force Reserve, and he previously served in the Navy Reserve with the Joint Forces Intelligence Command, Naval Special Warfare Group Two, and the Office of Naval Intelligence.

Among his many awards and decorations, Mr. Wilkie is a recipient of the Defense Distinguished Public Service Medal, the highest non-career civilian award for that Department.

Ladies and Gentlemen, VA Secretary Mr. Robert Wilkie.

[Secretary Remarks]

NARRATOR: THIS YEAR'S WINNERS OF THE SECRETARY'S AWARDS ARE:

- Winner of the Registered NURSE CATEGORY is Ms. (b)(6)
(b)(6) BSN, RN of the *Central Arkansas Veterans Healthcare System (CAVHS) in Little Rock, AR*. Presenting the award to her is her ADPCS, Dr. (b)(6)
- Winner of the RN Expanded Role CATEGORY is Ms. (b)(6)
(b)(6) MSN, RN, CNL, CCRN-CMC, CSC of the *Tennessee Valley Healthcare System in Nashville, TN*. Presenting the award to her is her director Ms. (b)(6)

- Winner in the Nursing Assistant CATEGORY is Ms. (b)(6) (b)(6) from the *Hampton VAMC in Hampton, VA. Presenting the award to her is Mrs. (b)(6), her ADPCS*
- Winner in the Licensed Practical Nurse CATEGORY is Mr. (b)(6) (b)(6) LPN, from the *Charles George VA Medical Center in Asheville, NC. Presenting the award is his director Ms. Stephanie Young*
- Winner for advancement of nursing programs in the Director CATEGORY is Mr. Joe D. Battle from the *James A. Haley Veterans' Hospital and Clinics in Tampa, FL. Presenting the award is his ADPCS Ms. Lauren Doloresco*
- And the winner of the Nurse Executive CATEGORY is Mr. David (b)(6) M.S., R.N. from the *Charles George VA Medical Center in Asheville, NC. Presenting the award is his director Ms. Stephanie Young*

Upon cue the Narrator: (b)(6) will resume control

NARRATOR: Ladies and Gentlemen, thank you for going above and beyond and being an example for all those around you. This concludes today's ceremony.

Thank you for attending.

From: RLW
Sent: Fri, 5 Jun 2020 12:42:29 +0000
To: RLW
Subject: TRAVEL - Norfolk, Virginia & Raleigh, North Carolina

From: RLW
Sent: Mon, 15 Jun 2020 15:31:24 +0000
To: RLW
Subject: Raleigh, NC w/Senator Tillis

From: RLW
Sent: Tue, 30 Jun 2020 18:17:37 +0000
To: RLW
Subject: HOLD - Travel Day

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Sent: Fri, 5 Jun 2020 16:52:57 +0000
To: (b)(6) (CSEMO); VA CSEMO SES; VA CSEMO DAS; VA CSEMO ST&SL; VA CSEMO Title 38; VA CSEMO PAS; VACO CSEMO Directors; White, Joy N. (SES) - VACO (b)(6)
MD. (Columbus) (b)(6)
(b)(6) (RPO)
(b)(6) (MUS); (b)(6)
(OGC) (b)(6)
Cc: (b)(6) . VHASDC (b)(6) VBAVACO (b)(6)
(b)(6)
(Portland) (b)(6)
NCOD (b)(6) Mitrano, Catherine (SES) (OGC); Goins, Gregory W. (SES) (b)(6); Wood, David (Boise) (b)(6)
(b)(6) V20) (b)(6)
(b)(6) VBADET; (b)(6)
(b)(6) Foster, Michele (SES) (b)(6) (OGC) (b)(6)
(b)(6)
(KCVA) (b)(6) VBAMPI; (b)(6)
(b)(6) VHAIRO; (b)(6) (HOU) (b)(6)
(b)(6) DMC St. Paul; (b)(6)
(Portland); (b)(6) VBAVACO (b)(6) VBAVACO (b)(6) VISN 6 HQ; (b)(6)
(b)(6) VBACMS; (b)(6) VBAVACO (b)(6) VBASPT (b)(6)
(b)(6) WMC) (b)(6)
(b)(6) Cussatt, Dominic (SES) (b)(6) ASHVAMC (b)(6)
(ORMDI) (b)(6) (VHATAM); (b)(6) (OGC) (b)(6)
(b)(6) RICVAMC (b)(6) (OGC) (b)(6) MD (VHACO) (b)(6)
(b)(6) (Walla Walla); (b)(6) BECVAMC (b)(6)
(b)(6) VBAVACO (b)(6) VBASTL; (b)(6)
(b)(6) (VACO) (b)(6)
(b)(6) VBAVACO (b)(6)
(b)(6) VBAMONT; (b)(6) (ALX) (b)(6) MD, MBA, FACHE; (b)(6)
(b)(6)
SAMVAMC; (b)(6) MD, MBA, FACOG (b)(6)
(b)(6) Director, SBYVAMC (b)(6)
(b)(6) ORMDI) (b)(6)
VBAVACO; (b)(6) VBAVACO; (b)(6)
(VHACLE) (b)(6)
(b)(6) VBAVACO (b)(6) (VISN 22) (b)(6) Everett, John P. (SES); (b)(6) VACO (b)(6) (VHACLE) (b)(6)
(b)(6) VBAVACC (b)(6)
(b)(6) VBAVACO (b)(6) (10RCS) (b)(6)
VBAVACO (b)(6) (OGC) (b)(6)
(b)(6)
VBAVACC (b)(6) (OGC) (b)(6)
(b)(6) (Orlando); (b)(6)
(b)(6) (WMC) (b)(6) VBAVACO; (b)(6)
VHACLL; (b)(6) (WMC) (b)(6)

(b)(6) (OIG); (b)(6) (OIG) (b)(6)
(b)(6) VBAVACO; (b)(6) V15 (b)(6)
(b)(6) VBAWAC; (b)(6)
VBAVACO; (b)(6) VBAHOUS (b)(6)
VHALEB (b)(6) CMOVAMC; (b)(6)
(b)(6) (OAWP); (b)(6) (OGC) (b)(6)
(b)(6)
(b)(6) (CFM); (b)(6)
(b)(6)

Subject: CSEMO First Friday Chat

7/3/20 First Friday Chat cancelled due to holiday.

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(b)(6) VBAVACO (b)(6)
(b)(6) FNCVAMC
Cc: (b)(6) VBAVACO (b)(6) VHASD (b)(6)
(OGC) (b)(6) (KCVA) (b)(6)
(b)(6) VBAVACO; (b)(6) (OAWP); (b)(6)
G. (VACO) (b)(6) (RBCI) (b)(6)
(b)(6)
(b)(6) MD, MBA, FACOG (b)(6)
(b)(6)
(b)(6) (OGC); (b)(6) VBADET; (b)(6)
(b)(6)
VBAVACO; Goins, Gregory W, (SES) (b)(6) / HAREN (b)(6) (Portland) (b)(6)
(b)(6) LX (b)(6) (Columbus); (b)(6)
(b)(6) VBAVACO (b)(6) / BAVACO; (b)(6)
(b)(6) / ISN 6 HQ; (b)(6) VBASPT (b)(6)
(b)(6) VBASTL; (b)(6) BECVAMC (b)(6)
(b)(6) Cussatt, Dominic (SES) (b)(6) (Walla Walla) (b)(6)
OCC (b)(6) VBAWASH; (b)(6) (V20) (b)(6)
(NOLA) (b)(6) ASHVAMC (b)(6)
(b)(6) (OGC) (b)(6)
(b)(6) MD (VHACO); (b)(6)
(b)(6) VBAVACO; (b)(6) (OAWP) (b)(6)
VBAVACO; Everett, John P. (SES) (b)(6) VHAIRO (b)(6)
(b)(6) (OGC) (b)(6)
(Boise) (b)(6) (HOU) (b)(6) VBAPIIT (b)(6)
(b)(6) (FAV) (b)(6) VBAWASH; (b)(6) (WMC); (b)(6)
(b)(6)
MD (b)(6)

Subject: CSEMO's First Friday Chat
Attachments: Untitled, Untitled

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Cc: (b)(6) VBAVACO; (b)(6) VHASDC (b)(6)
(OGC (b)(6) (KCVA); (b)(6)
(b)(6) VBAVACO; (b)(6)
(b)(6) OAWP (b)(6) (VACO) (b)(6)
(b)(6) (RBCI); (b)(6)
(b)(6) . MD, MBA,
FACOG (b)(6)
(b)(6)

Subject: Canceled: CSEMO's First Friday Chat
Importance: High