



SPRING 2017

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What Really Matters to You

What matters most to you in your life? When you think about these priorities, ask yourself if you are doing everything you can to achieve these goals. The human body and mind have tremendous healing abilities that we can work to strengthen together. Your health care team wants to support you in this journey.

Rather than focusing on challenges in your life, think about what encourages you to work through those challenges. What drives you to stick with your rehabilitation, to watch your diet, or to seek help for issues you are facing? Then envision yourself at your healthiest. What do you see?

Whole health care starts here, with these questions.

Traditionally, providers have focused on what's the matter with patients, zeroing in on their diseases and ailments. We are working to shift this focus by instead starting a conversation about what matters most to Veterans. We want to start by getting to know you, putting you — rather than the disease — at the center of your health and your health care.

This means your health care team will get to know you as a person, before working with you to develop a personalized health plan based on your values, needs, and goals.

The whole health model is a holistic look at the many areas of life that can affect your health — your work environment, relationships, diet, sleep patterns, and more.

So whether your goal is to wake up pain-free, change careers, or simply find a measure of peace, get started by having a conversation with your health care provider. Lay out your health goals, and then work together on a plan to get there.

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Town Hall for Veterans, Family Members and Veteran Service Organizations

April 18, 2017

4:00 p.m. to 5:00 p.m.

Indiana County

Indian Springs Golf Course - VFW

May 16, 2017

4:00 p.m. to 5:00 p.m.

Johnstown PA – Hiram G. Andrews Center

Seminar Theater

June 20, 2017

4:00 p.m. to 5:00 p.m.

Altoona VAMC Second Floor Auditorium

July 18, 2017

4:00 p.m. to 5:00 p.m.

Huntingdon County - Location TBD

September 19, 2017

4:00 p.m. to 5:00 p.m.

Altoona VAMC Second Floor Auditorium

VA101 for Veterans: Learn about all VA programs and services at the Altoona VAMC (includes tour)

June 14, 2017

12:00 p.m. to 1:30 p.m.

Second Floor Classroom

September 13, 2017

12:00 p.m. to 1:30 p.m.

Second Floor Classroom

Armed Forces Day

May 20, 2017

10:00 a.m. to 3 p.m.

VAMC – The Wall that Heals

This annual ceremony honors and supports our men and women in uniform. There will be informational tables and military equipment and memorabilia displays. A ceremony at 2 p.m. will feature a guest speaker, music, and wreath laying by many Veteran organizations.

For more information, please call Andrea Young, Public Affairs Officer at (814) 943-8164 extension 7404, or email ALTPUBLICAFFAIRS@VA.GOV

What Really Matters to You (cont'd)

Download the MyStory: Personal Health Inventory tool to help you think about your health in a new way at: www.va.gov/PATIENTCENTEREDCARE/resources/personal-health-inventory.asp.

You can also listen to a 22 minute meditation to help you complete the Personal Health Inventory at: http://www.va.gov/patientcenteredcare/podcast_files/TG-GuidedMeditationPodcast_GuidedRelaxation_PHI_Complete.mp3



Have a Conversation

Tell your health care team about your past, your needs – and most important, what inspires you to be healthy.



Set Your Goal

Is it dancing at your son's wedding? Going back to school? Work with your team to set the foundation of your plan.



Build Your Health Plan

Your provider and health care team will work with you to identify resources and support to help you achieve your goals.



Look at the Big Picture

Identify the areas of your life that are affecting your health, then work with your team to establish strategies to address them as needed.



Find Your Community

Connect with others – at home, at work, at the gym, or even far away – who can help you achieve your goals.



EAT WISELY ★ MOVE! MORE ★ WEIGH LESS

Hear what some of your fellow Veterans are saying about MOVE!



“MOVE! works... if you work the program.”

“Something has to wake you up and make you decide to take a different path. To start losing weight you have to make a profound personal decision; otherwise, nothing will work for you.”

“If you put even some of it to use, there will be positive changes.”

“Never give up!”

“My diabetic numbers are down, I am no longer on insulin and my blood pressure numbers are low.”



Find out more about the MOVE! Weight Management Program for Veterans by contacting your Primary Care Team (PACT) or Laura Vasbinder (MOVE! Program Coordinator) at 1-877-626-2500 ext. 8181

MOVE! visits are FREE! What do you have to lose except extra weight?

Call today and ask to be scheduled into a MOVE! Class nearest you!
Altoona • Dubois • Huntingdon • Indiana • Johnstown • State College
www.move.va.gov

We Are Hiring

Are you or do you know a Veteran interested in working for VA in Altoona or one of our VA Outpatient Clinics? We are replenishing our applicant supply files for the Veteran Recruitment Appointment (VRA) hiring process. VRA allows us to hire eligible Veterans without competition to positions at any grade level through general schedule (GS) 11.

Who is Eligible?

Veterans separated under honorable or general conditions and who are:

- Disabled. (0 to 100% compensable rating), or
- In receipt of a campaign badge for service during war or in a campaign or expedition, or
- In receipt of an Armed Forces Service Medal for participation in a military operation, or
- Separated within the last three years.

How it Works

- Veterans apply directly to the Altoona VA Medical Center.
- Applications stay active for 1 year.
- Eligible qualified Veterans are referred to open positions.
- Eligible applicants can be considered prior to or without posting job announcements.
- Selecting officials are not required to hire VRA applicants
- Does not guarantee placement.

How to Apply

Submit your resume and supporting documents via email, mail or by fax.

By Email (specific to job type)

Trades: recruit.trades@va.gov (plumbing, maintenance, motor vehicle operator, etc.)

Administrative: recruit.admin@va.gov (medical support assistant, finance, program support, etc.)

Clinical: recruit.clinical@va.gov (nursing, pharmacy, medicine, etc.)

By Mail

James E. Van Zandt VAMC, Human Resources (10H), 2907 Pleasant Valley Blvd., Altoona, PA 16602

By Fax

814-940-7892

For more information, direct links to forms and current VA Altoona job openings, visit:

To be considered for VRA, please submit:

1. Resume - Detail previous work experience, including dates employed and hours worked per week.
2. DD-214 - A copy of your DD-214 (military discharge paperwork).
3. SF-15 - Submit only if claiming 10-point preference for a service-connected disability (0-100%).
4. VA Disability Letter - Required form for service-connected disabled Veterans.

Questions? Contact us!

Veteran Recruitment Appointment

James E. Van Zandt VAMC Altoona, 2907 Pleasant Valley Blvd., Altoona, PA 16602

814-943-8164 extension 7039

Be There for Veterans and Service Members

Supporting the Veteran or Service member in your life who's going through a difficult time doesn't have to be complicated. We can all play a role in preventing suicide. Join the U.S. Departments of Veterans Affairs (VA) and Defense in spreading the word that preventing suicide starts with this simple act: **Be There.**

Helping someone feel included and supported can make a big

difference during a challenging time. Small acts — calling an old friend, checking in on a neighbor, or inviting a colleague on a walk — are all thoughtful ways to show someone you care.

Visit VeteransCrisisLine.net/SpreadTheWord to download free materials and to learn how you and your community can help prevent suicide.

If you notice warning signs in yourself or a Veteran loved one, call the Veterans Crisis Line at 1-800-273-8255 and Press 1, chat online at VeteransCrisisLine.net/Chat, or text 838255 to get confidential support 24 hours a day, 7 days a week, 365 days a year.



Connect with support.

No matter what you're going through, resources are available.

VeteransCrisisLine.net

**Call the Veterans Crisis Line at
1-800-273-8255 and Press 1**

Volunteer Opportunities for High School/College Students

Do you know a high school or college student who would like to make a difference in the lives of America's Heroes?

We invite young people to volunteer at the James E. Van Zandt VA Medical Center in Altoona, or at our VA Outpatient Clinics in DuBois, Huntingdon, Indiana, Johnstown, and State College.

Below are volunteer opportunities to assist our Nation's Veterans and our staff. Other assignments may be available. All potential volunteers are required to have the following: An interview with voluntary services, attend a training session, a background check done at the medical center (if 18 yrs. old or over), a TB test, and any specific training or tests that may be required for certain assignments.

Volunteer assignments are usually Monday-Friday, between the hours of 8:00 a.m. to 4:30 p.m., unless otherwise noted. Many students opt to volunteer during the summer months, which allow more assignments to be available to them.

- **Volunteer Patient Reminder Caller:** Contact patients by telephone to remind patients of their scheduled appointments.
- **Patient Escort Volunteers:** Escort patients (push wheelchairs or walk with ambulatory patients) to their scheduled appointments in the medical center, and delivering items to various areas of the medical center.
- **Nursing Unit Volunteers:** Assist staff on medical unit and/or Community Living Center (CLC) with various duties, i.e., passing fresh water, running errands, visit with the Veterans, etc. Various days/times of the week/weekend are available.
- **Recreation Therapy Volunteer:** Opportunities exist for assisting with special recreation activities such as holiday decorating, outings with residents, brunches and assisting Veterans with the computer. Monday through Friday and some evening and weekend slots are open.
- **VA Point of Service Kiosk Volunteer Assistant:** Assist Veterans with VA Point of Service Kiosk to pre-register and check in for their appointments. The pre-registration process involves reviewing, making needed changes to their address, phone number, next of kin, and insurance information. Many Veterans have problems using the kiosks and need assistance to complete the pre-registration and appointment check in. Monday through Friday, from 8:00 a.m. to 3:00 p.m., minimum of 3-4 hours per day/shift.
- **Physical Therapy/ Occupational Therapy (PT/OT):** Assist staff with various duties – greet patients, make up treatment tables, general clean up of department equipment, and other appropriate tasks assigned by PT/OT staff.
- **Office Assistance:** Duties can include filing, photocopying, mailings, faxing, answering phone, etc.

Contact the Volunteer Office at: (814) 940-7833
or e-mail vhaaltvavsaltoona@va.gov

Joint Commission Surveys

The Joint Commission conducts unannounced accreditation surveys of the medical center's Hospital, Behavioral Health, and Home Care (including Durable Medical Equipment) programs. The surveys also include the Johnstown, DuBois State College, Indiana and Huntingdon Community Based Outpatient Clinics.

The purpose of the surveys is to evaluate the medical center's compliance with nationally established Joint Commission

standards. The survey results are used to determine whether, and the conditions under which, accreditation should be awarded the medical center.

Joint Commission standards deal with organization quality, safety of care issues, and the safety of the environment in which care is provided.

If you believe you have pertinent and valid information about such matters, you may contact Quality Management Service at

814-943-8164, extension 7321. If the concern continues, the nature of the information should be included and addressed to:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

or phone 1-800-994-6610

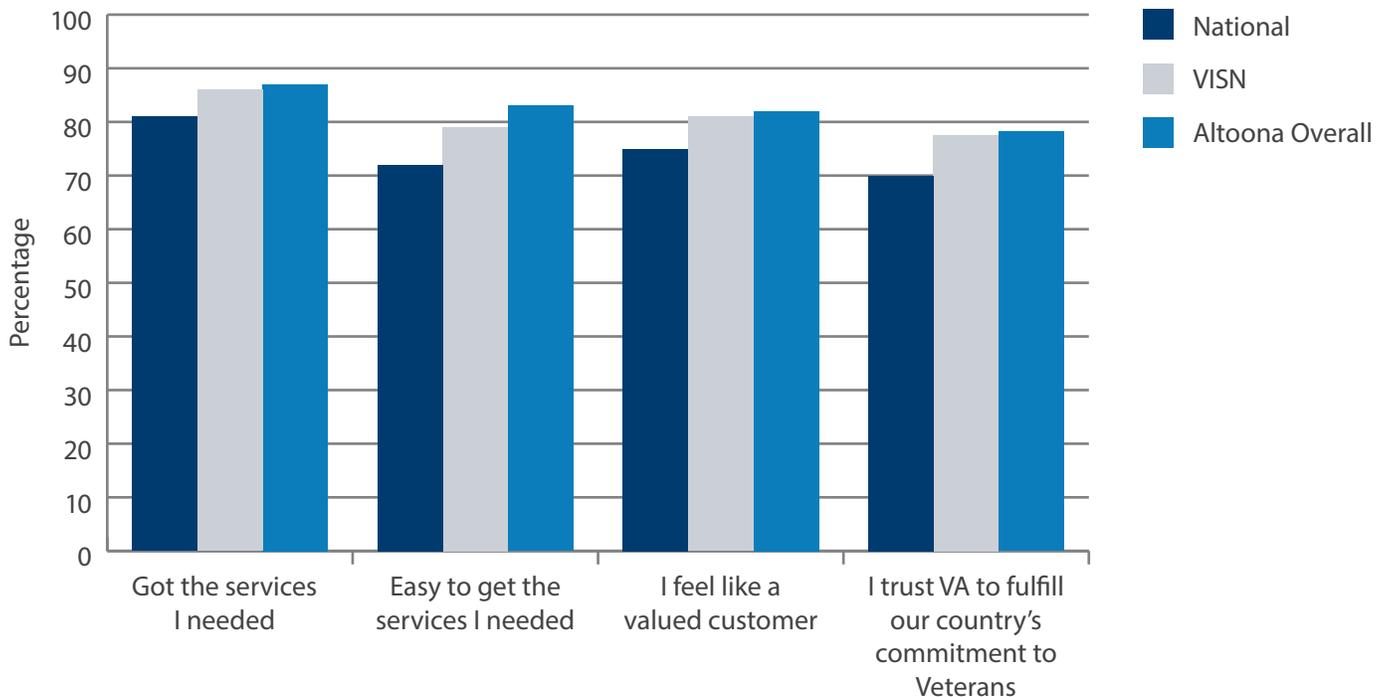
or e-mailed to
patientsafetyreport@
jointcommission.org

Measuring Veterans Trust in VA

You may receive a Survey of Healthcare Experiences of Patients (SHEP) in the mail if you receive care at VA. A new set of questions (chart below)

is designed to measure your trust in VA. We are committed to continuously improving your health care experience and we hope to continue to build and

maintain your trust. If you receive a survey, please complete and return it so we can continue to measure your satisfaction. Thank you for putting your faith in us.



VA



U.S. Department of Veterans Affairs

Veterans Health Administration

James E. Van Zandt VA Medical Center

2907 Pleasant Valley Blvd | Altoona, PA 16602

Toll free: 877-626-2500

VA2K Walk & Roll Promotes Healthy Lifestyles



Focusing on helping homeless Veterans and promoting active lifestyles, the 7th annual VA2K Walk & Roll event will be held on May 17, 2017 at the Reflecting Pond Path at Penn State Altoona starting at 5 pm.

The VA2K event includes a short two kilometer walk (1.24 miles) and the community is invited to

participate. The event is free and it is suggested that participants be at Penn State Altoona, starting at 5 pm.

Participants are encouraged to bring a voluntary donation of new queen sized bedding and paper products. These donations will be collected and distributed to local homeless Veterans. Donations are not required in order to participate.

Nationally, since 2011, donations valued at more than a million dollars has been raised for homeless Veterans at this event.

“The VA2K Walk & Roll is one of the ways we encourage our staff to adapt healthy lifestyles. It’s also a great way for them to help homeless Veterans,” said Chuck Thilges, Interim Director.

Find out more about the VA2K:

<http://www.publichealth.va.gov/va2k/>

Or contact

ALTPUBLICAFFAIRS@VA.GOV