



## Veteran artists exhibit mural progress



Veteran Howard Jacobs, who was drafted into service in World War II from Highland Park and still resides there, paints in the foreground. Jacobs painted the section on the left, depicting the Revolutionary War, the first of the military conflicts to be portrayed in the mural. Vietnam veteran Dave Watling, Pleasant Prairie, Wis., paints to his right. (Photo by Jayna Legg)

*Military-themed mural meant to heal artists themselves and patients; will be displayed in mental health clinic*

**By Jayna Legg**  
Lovell FHCC Public Affairs

The first section of the mural shows proud mounted soldiers of the Revolutionary War, and the last panel portrays a beaming service member tightly hugging his young daughter as he is welcomed home.

“We wanted to pay tribute to their service and thank Veterans,” said one of the mural’s artists and a

Vietnam Veteran himself, David Watling, of Pleasant Prairie, Wis. “We also wanted to build pride in the different military units and what went on in each conflict, and build comradery between the services.”

Feb. 1, the public, patients, volunteers and Lovell Federal Health Care Center staff had the chance to see the progress Veteran artists have made on the mural since they started on the ambitious

project last summer.

The three-section mural measures 32-by-7 feet. It is being created by volunteer Veteran painters, most of them outpatients and/or volunteers at Lovell FHCC.

The project is sponsored by the Koziol Family Foundation, and depicts significant military conflicts – and the sacrifices of Veterans and their families – from the Revolutionary War to present-day

operations.

“The mural is both a respectful tribute and bold statement of the healing power of expressive art,” said Christine Krumsee, mural project director. “The mural also raises public awareness of the cost of America’s peace and freedom.”

The mural will be on permanent display in the mental health clinic.

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## Celebrate Women’s History Month

Please plan to join us for the Lovell FHCC Federal Women’s Program Committee Event at the end of March. Date and time to be announced.



# WOMEN VETERANS MAKE HISTORY

Through military service, women take their place at the front.



# Leadership Commentary

## Significant progress made on Lovell FHCC strategic plan



By Patrick L. Sullivan  
Lovell FHCC Director

Think of a time you've crafted a plan. Perhaps you've planned a family vacation, home renovation or even a night out on the town. How did you start the planning process? Who was involved? What was your approach? What were your goals? Were changes or adjustments required throughout the process? Was it successful? Similarly, organizations must

undergo comparable planning processes to achieve their goals.

As you may know, Lovell FHCC initiated a seven-step strategic planning process of its own to reflect on the organization's extraordinary progress, how best to confront the ever-changing, ever-challenging health care delivery environment, and determine how best to strategically position the organization as a provider- and employer/destination-of-choice.

The resulting plan, driven by our patients and staff, defines how our organization will work together as One Team to move Lovell FHCC forward; it is the culmination of who we are, why we exist, and how we will continue to be a patient-centered care organization.

A successful, results-oriented plan requires proper planning, and through the hard work of our staff and stakeholders, results are being realized. Since development, each

of the prioritized strategic initiatives has made significant progress.

You can see the positive change through the partnership created with the Department of Veteran Affairs Office of Patient-Centered Care and Cultural Transformation to implement Personalized Health Plans; the completion of Lean Six Sigma projects to improve efficiency and effectiveness; and enhanced Lean capabilities and infrastructure. Successes include the human resources recruitment process redesign, tele-audiology expansion to the McHenry Community Based Outpatient Clinic (CBOC), gym and pool renovations, upcoming Kenosha CBOC expansion/relocation, Education Center of Excellence construction, Room-Service-Style-Dining implementation this spring, and Pain Management Program development (and these are just a few!).

These examples illustrate the outstanding work you do daily

and how working as One Team can effectively improve the organization and experience for patients and staff. I thank you for your dedication and ask for your support as we continue implementation efforts.

Strategic planning is a continuous, dynamic process that should be completed at every level of the organization. To cultivate this philosophy into our day-to-day work, I challenge you ... what is your plan? How do you plan to approach each day of service with purpose? How do you plan to improve the patient experience, your work experience? What can you do to take your department to the next level?

I am confident that, collectively, with your support, our plans will be successful, our progress will be unprecedented, and the Lovell FHCC will be recognized as a provider- and employer/destination-of-choice.

## GetWellNetwork to debut at Lovell in 2013

*Interactive Patient Care allows for education, teaching, entertainment, and other features to improve patient care and ultimately shorten hospital stays*

By Jayna Legg  
Lovell FHCC Public Affairs

Before too long, Lovell FHCC inpatients will be able to do a laundry list of tasks – from reading discharge instructions to providing customer service feedback and accessing the Internet – all without getting out of bed.

Using a computer keyboard they can operate from their beds, patients will get on the "GetWellNetwork®" to do any number of things above and beyond watching movies and playing computer games. The network will operate on flat-screen TVs in each room.

Health care providers at Lovell FHCC will be able to use the network, dubbed IPC or Interactive Patient Care, to order patient education and medical teaching, and provide dietary and pain management information to their patients. They may also survey patients about their care, and solicit other timely feedback that will help patients receive the best care possible.

Over time, the FHCC can tailor and develop the technology for specific uses, for example room-service-style dining, which is scheduled for implementation this spring. Or, the system could be set up to allow patients to order items from the

Canteen for delivery to their rooms.

One use already identified for future implementation is syncing the network with MyHealthVet, used by Veteran patients to manage their care online.

Installation of the hardware for the GetWellNetwork® already has begun at the FHCC. The entertainment features are scheduled to go "live" this fall.

"This is a great patient-centered idea. It will be a great tool," Lovell FHCC Director Patrick Sullivan said at a recent GetWellNetwork® briefing. "It will be a value to our patients and our staff," Sullivan said.

The mission of the GetWellNetwork®, which will be installed at about two-dozen Veterans Affairs medical facilities this year, is to "improve outcomes through patient and family engagement."

The Maryland-based company was



Photos courtesy of the GetWellNetwork® website: <http://www.getwellnetwork.com/>.

founded by Michael O'Neil, who decided after his experience as a cancer patient that "a more active and involved patient is a better patient."

The network is intended to compliment the work nurses do and give patients an interactive tool to help improve their care and shorten their hospital stays. The network will be available to residents of the FHCC's Community Living Center and Green House® homes, as well as inpatients throughout the facility.

### The Apollo

The Apollo is the official newsletter of the Captain James A. Lovell Federal Health Care Center. It is published monthly for staff members, Veterans, military family members and volunteers.

The newsletter is designed and published at the Lovell FHCC in the Communications Department.

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# Veterans Creative Arts Festival (CAF) shows many talents

First place winners of annual contest have opportunity to compete in National CAF this fall in Nevada

By Jayna Legg  
Lovell FHCC Public Affairs

Veteran musicians and artists from the northern Illinois and southern Wisconsin areas prepared their creative talents for the Annual Veterans Creative Arts Festival at the Captain James A. Lovell Federal Health Care Center March 6.

“The talent we see each year at the competition is amazing,” said Kenny List, Lovell FHCC Voluntary Service Officer. “The judges, and everyone else who comes to this festival, are very impressed every year with the

caliber of the talent, skill and creativity of the Veteran artists and performers.”

The competition is designed to provide Veterans receiving treatment at Veterans Affairs facilities the opportunity to participate in creative self-expression in the arts – including music – as part of their therapy, and to gain recognition for their accomplishments.

Categories this year include music and applied/fine art such as painting, drawing, sculpture and photography; as well as art kit categories such as “paint-by-

number” and needlework. Special categories include “Special Recognition,” for Veterans who overcome physical or mental health challenges to create their art; “Military Combat Experience,” for Veterans who create pieces related to their combat experience; and “Digital Art,” for art created using digital technology.

Veterans must be enrolled at a VA medical facility or outpatient clinic to be eligible to enter the competition. Veterans may compete in the Creative Arts Festival at only one VA medical facility. First place winners have the opportunity to compete in the National Veterans

Creative Arts Festival, hosted this year by the VA Sierra Nevada Health Care System in Reno, Nevada, the week of Oct. 21-27.

“It’s true our festival is the first step towards national recognition but we find that our participants usually are most excited about sharing their many talents with others at the facility – not to mention the bragging rights that come with winning locally,” List said.

More information about the National Veterans Creative Arts Festival can be found online at [www.va.gov/opa/speceven/caf](http://www.va.gov/opa/speceven/caf).

## Mural depicts military action since Revolutionary War (cont.)



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It will be officially unveiled this spring. For the work-in-progress event, it was moved to the second floor breezeway of the ambulatory care clinic, and while they painted, artists talked to onlookers and posed for photos.

Long before they started painting, the artists met for several weeks of “brainstorming sessions,” Krumsee said.

Many of the same artists created pieces for a panel art fair last summer at Lovell FHCC, and

those panels served as templates for the mural. The panels, too, will be permanently displayed in the mental health clinic.

“It’s been a really rewarding experience working with the Veterans on this project, and I’m really proud of the work our Veteran artists have contributed,” Krumsee said. “I’m very excited for everyone to see it.”

Dozens of Veterans helped with the project that entailed 10 focus groups, 40 hours of sketching images and approximately 100 hours of painting so far. The scheduled unveiling of the



Above, Navy Veteran and Lovell FHCC employee Letty Knight, seated, talks with her co-worker Christine Misovie about the section of the mural Knight is painting, which depicts Desert Storm. (Photo by Jayna Legg)

On the left, Lovell FHCC employee Michelle Franklin works on a section depicting a “welcome home” celebration. (Photo by Trevor Seela)

Below, Veteran artist Richard Simmons, on the right, and Veteran artist Letty Knight work on the middle panels of the mural. (Photo by Jayna Legg)



completed mural is set for April.

An overarching guideline for the painters was to create images that would be considered “healing,” rather than disturbing to Veterans who may suffer PTSD and other mental health conditions from their combat service. Therefore, weapons are downplayed, and no

bloodshed or subjects that could be considered “triggers” are depicted.

The Koziol Family Foundation is a 501 (c) (3) private foundation. The mural project is an example of private civilian and Veterans Affairs/Department of Defense cooperation.

# FHCC Navy nurses selected for Duty Under Instruction

Three Navy nurses will earn advanced degrees in their specialties through Navy's competitive DUIN program

By Jayna Legg  
Lovell FHCC Public Affairs

When it's back-to-school time this year, three Lovell FHCC Navy nurses will pack their bags and go back to college.



Lt. Cmdr. Marddi Rahn (Photo by Jayna Legg)

The three were selected to participate in the Navy's Duty Under Instruction (DUIN) program, which pays for Navy personnel to go to school for advanced degrees in their career fields.

Lt. Michelle Finley, Lt. Gwendolyn Mulholland and Lt. Commander Marddi Rahn will start their studies in August.

Capt. Jamie Kersten, outgoing Lovell FHCC Associate Director for Fleet Medicine, was happy to share the "great news" about the DUIN selectees.

"It is a very competitive program in which the Navy Nurse Corps selects a small number of deserving, motivated nurses to complete their advanced degrees," Kersten said. "The Navy pays all expenses as well as their current salaries. The member then owes them a number of years of service based on the number of months it takes to complete the degree."

Finley, a Staff Nurse in Pediatrics, will go to Rush University to earn the equivalent of a Ph.D. to become a Pediatric Nurse Practitioner/Director of Nursing Practice.

"I can't wait to start," she said. "I've always wanted to do it. I'm so grateful for this opportunity," Finley said, adding that the Navy paid for her undergraduate degree also. Finley has been in the Navy 15 years and is prior enlisted. She found her calling in nursing in 2006, when she worked in pediatrics for the first time.

"I've done lots of different things," she said, listing places like Afghanistan and "trauma nurse" and "recovery room nurse" as her job descriptions. "Peds is the

population I love working with the best."

Finley has worked in Pediatrics at Lovell for more than two and a half years. The DUIN application process was daunting and long. While she waited to hear if she was accepted, she went ahead and enrolled in a graduate-level class.

"I was in the middle of writing the final paper when I found out," she said. "It made finishing the paper a lot easier," said the mother of three young children and spouse of active duty service member.00

For Lt. Commander Rahn, who will pursue a Master's of Nursing/Family Nurse Practitioner at Northern Illinois University, the schooling will allow her to focus on family health and wellness.

"I'm very excited," said Rahn, who works at USS Red Rover. Rahn has served in the Navy 18 years, was prior enlisted as a Corpsman, and has been a nurse since 2001.

"I worked in family practice in Rota, Spain and was a diabetic educator," she said. "I really enjoyed seeing all ages. I think it would be neat to take care of someone from birth on up, and take care of their family and educate them on health and wellness."

Rahn, who has been assigned to Lovell FHCC for two and a half years, only has to go to school for a year because she, too, already started taking classes on her own. Rahn said her "very supportive" husband helps her handle the job of raising five children,

ages 6 to 18, as well as serving in the Navy on active duty. NIU – in DeKalb, Ill. – will actually be a shorter drive to their home in Rockford.

Lt. Mulholland, who is married and has three children, is looking forward to heading back east to attend the University of Virginia. She'll earn a master's degree and then be qualified to work as an Adult Gerontology Acute Care Clinical Nurse Specialist.

"I want to work with Wounded Warriors at Bethesda, where I was previously stationed," said Mulholland, who currently is the Medical/Surgical Nurse Specialty Leader at the FHCC.

She wants to specialize in wound care and already has experience working with complex wound care cases. When she first graduated from nursing school, she worked on a multi-service inpatient surgical unit, treating patients who were injured by explosives and, in many cases, had traumatic amputations. Mulholland also already has two undergraduate degrees, a Master's degree in Nursing Education, and interestingly enough, served as an enlisted Nuclear Electronics Technician in the Navy when she first joined. "I figured out pretty fast, that's not what I wanted to do. I liked working with people much better."



Lt. Gwendolyn Mulholland (Photo by Jayna Legg)

Until she leaves Lovell FHCC, Mulholland has plans to expand the new Corpsman Clinical Practice Program she spearheaded at Lovell FHCC last year.

The program pairs civilian nurse preceptors with Corps School graduates, thus allowing the young Corpsmen to benefit from the experience and different perspectives of civilian nurse professionals.

"I believe in life-long learning, and I've been afforded the opportunity to enroll in undergraduate and now graduate programs that the Navy paid for mostly," she said.

"The Navy has helped me determine my goals and now to reach them."



Lt. Michelle Finley (Photo by Jayna Legg)

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Lovell FHCC celebrates Black History Month



Medical Assistant Kimberly Jones Employee of the Quarter for STG International

- Lovell FHCC "Goes Red"
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**Travel reimbursement payments**  
**will be paid via direct deposit or by check**

**There will be no more cash payments for travel reimbursement!**

FHCC will transition to direct deposit/Electronic Funds Transfer (EFT) of travel reimbursement into the Veteran's bank account.

If you do not have direct deposit, checks will be mailed to your home address and arrive on average (3) weeks after your appointment.  
Address verification and identification is required at the time of your request for reimbursement. Please bring with you a valid ID and one of the following to verify your address:

- Utility Bill (Light, Electric, Gas bills)
- Lease/Mortgage Receipts

If you normally pay cash for transportation, please make other arrangements prior to your appointments.

For assistance, contact the Beneficiary Travel by calling 224-610-5511 between the hours of 7:30 a.m. and 4 p.m., Monday - Friday.