



Lovell FHCC breaks ground on \$4.7M Green House homes

New homes are a revolutionary step towards the cultural transformation of long-term care

By Jonathan Friedman
Lovell FHCC Public Affairs

Leadership from the Department of Veterans Affairs were on hand Nov. 9 with project leadership, contractors, health care center staff and residents to break ground on a two-phased project to build six Green House® homes at the Captain James A. Lovell Federal Health Care Center's West Campus in North Chicago, Ill.

"Today we're proving what forward-looking initiatives look like by marking a significant milestone in the history of the Captain James A. Lovell Federal Health Care Center and the Department of Veterans Affairs, as we become the second facility to break ground on a Green House® project," said Patrick L. Sullivan, Captain James A. Lovell Federal Health Care Center Director.

"So please understand what we're doing today: We're not just building homes. We're building *choices* for our residents."

Less than a month earlier, the VA Illiana Health Care System in Danville, Ill., became the first VA medical center to break ground on two Green House® homes. Following the Lovell Federal Health Care Center's ceremony, several other medical centers are scheduled to break ground on Green House® projects.

"We're dovetailing state-of-the-art medical care with resident choice and the fundamental comforts of life," said Sullivan. "While the idea may seem simple, the change truly required -- and will continue to require -- the transformation of cultures and established paradigms for long-term care."



(From left) Pam Sanberg, Seth Malley, William Keane, Capt. David Beardsley, Mary Ann Romeo, Dr. Christa Hojlo, Patrick L. Sullivan, Joe Zimmerman, Jerry Walleck, Dr. Sarah Fouse, Dr. Jan Clarke and World War II Veteran Adriane Burke break ground on Green House® homes at the Captain James A. Lovell Federal Health Care Center Nov. 9. (Photo by Mary Waterman)

Each home is designed to be nearly 8,500-square-feet, and will provide up to 10 residents their own private bedrooms and bathrooms, along with a community kitchen, dining and living area. Phase I of the project was designed by Perkins-Eastman architecture and will be built by Blue Yonder, Inc.

"I'm proud to be a Veteran. I'm proud of the service to this country. And I'm very proud to be part of this tremendous project," said Seth Malley, President of Blue Yonder, Inc., who will build the Green House® homes in Phase I.

Green House® homes provide flexibility for residents to choose daily activities, while offering transitional nursing support, as needed. The homes will be part of the Lovell FHCC's Community Living Center, and are a revolutionary departure from traditional nursing and assisted living facilities.

"Clearly, we're not strangers to implementing ideas that are outside of traditional models," said Sullivan, referring to the recent stand up of the Captain James A. Lovell Federal Health Care Center as the nation's first VA/DoD integrated facility. "We continue to build upon new ideas and ask if the proven methods could be improved upon even more. By building Green House® homes, we're doing just that."

Completion of the first two Green House® homes scheduled in Phase I is anticipated in approximately one year. More information about the Green House® Project can be found at www.thegreenhouseproject.org.

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Leadership Commentary

Maintaining a value system that guides us into the new year

Through respect, integrity, trust, accountability and teamwork, we keep patients at the center of everything.



By Patrick L. Sullivan
Lovell FHCC Director

As we round the corner of 2010, I think it's very important to establish our 2011 direction. Even before our historic integration, you

accomplished a great detail under tight (and often challenging) parameters. Through this, you have proven time-and-time again that keeping patients at the center of everything we do makes all the difference. This has been the cornerstone of our shared values. While you have proven these traits, we felt it was important to formalize them. So, recommended by you, the five points of our value system are:

Respect. Always showing respect to everyone we meet; every patient, family member and fellow staff member is deserving of respect and dignity.

Integrity. Striving for ethical excellence means personal or business needs never outweigh the needs of patients.

Trust. Always working to earn the trust of patients, their family members and fellow staff members. Trust is mutual; in order to earn it, we must be willing to give it.

Accountability. Taking responsibility for our actions and words, both professionally and personally; we are each accountable to the patients, their families and to fellow staff members.

Teamwork. Remembering that we are part of a greater family, and will conduct ourselves accordingly; regardless of background, we are all a part of the same team, providing the very best care for our patients.

These are not new or revolutionary

ideas. These have been our foundation for many years, and have represented what we believe - what truly matters. I am very proud to be a part of our team, and I believe in our values.

Thank you so much for your hard work in 2010. On behalf of those we serve, thank you for your extra time, your extraordinary effort, your keen foresight, and for making our value system personal to you.

I'm very excited about where your ideas will take us in 2011. While it can be difficult to predict what the year will bring, I can say for certain that under the umbrella of our values, we will continue to prove to the nation that "Readying Warriors and Caring for Heroes" is at the heart of everything we do.

Bldg. 200H Transition to Lovell FHCC

By Jonathan Friedman
Lovell FHCC Public Affairs

Beginning December 2010, clinics and operations will be transferring from Naval Station Great Lakes' Bldg. 200H to the Captain James A. Lovell Federal Health Care Center's West Campus.

All information is subject to change; the most up-to-date transition information can be found at www.lovell.fhcc.va.gov.

Dec. 17, 2010 (Friday)

Dental

- **New Location:** Naval Station Great Lakes, Bldg. 237 (Zachary and Elizabeth Fisher Clinic)
- **Appointment:** (847) 688-3331 x0
- **Hours:** 7:30 a.m. to 3:30 p.m.

Dec. 20, 2010 (Monday)

Family Practice

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 1st/Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Lipid Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 1st/Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Pediatrics

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; 1st/Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m. (Monday - Friday); 7:30 am to Noon (Saturday)

Internal Medicine

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 1st/Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7 a.m. to 4 p.m.

Laboratory (Primary)

- **New Location:** Lovell FHCC West Campus (Bldg. 133CA; Rm. BD116, Basement Floor)
- **Contact:** Walk-in
- **Hours:** 7 a.m. to 4:30 p.m.

Laboratory (Satellite)

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; Basement Level; Rm. BE125)
- **Contact:** Walk-In
- **Hours:** 7:30 a.m. to 4:30 p.m.

Radiology

- **New Location:** Lovell FHCC West Campus (Bldg. 133CA-D; 2nd Floor)
- **Contact:** 224-610-4346
- **Hours:** 7:30 a.m. to 4 p.m. (non-emergency)

Pharmacy

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 1st/Ground Level)
- **Contact:** (800) 941-4501
- **Hours:** 8 a.m. to 5 p.m. (Monday - Friday); 8 a.m. to Noon (Saturday)

TRICARE Service Center

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133 Lobby; 1st/Ground Level)
- **Contact:** Walk-in only
- **Hours:** 8 a.m. to 5 p.m., except federal holidays

Central Supply

* Please note that the Central Supply functions at Bldg. 200H are now accomplished at various locations on the Lovell FHCC West Campus.

Dec. 22, 2010 (Wednesday)

Cardiology Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Coumadin Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Neurology Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Pulmonary Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Orthopedic Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; Basement Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Dec. 27, 2010 (Monday)

Ear Nose Throat (Otolaryngology) Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

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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Homecoming celebrated at Lovell FHCC

By Jonathan Friedman
Lovell FHCC Public Affairs

Finger-foods, fresh corsages and new crowns were ready for the homecoming court, as more than 30 residents from the Captain James A. Lovell Federal Health Care Center Community Living Center gathered recently for a homecoming dance.

“The air was truly electric with excitement as they ‘twinkled their toes’ to the music,” said Pamela Sanberg, Lovell FHCC Associate Chief Nurse of Geriatrics and Extended Care. “They took out their best clothes and danced the evening away -- it was really a magical night for the residents, staff and volunteers.”

Although the homecoming participants were past their high school years, all the excitement and typical fanfare of a school-aged dance were present: wallflowers building courage to ask for a dance, pop music filling the air, and the selection of a homecoming king and queen.

“The whole thing was so exciting, and I was really surprised about being selected as homecoming queen,” said U.S. Army Veteran Adrienne Burke. “It was so nice to dress up in a gown and wear a corsage. The night really helped us to forget that we were in a medical center. The whole thing was so exciting. It was so much fun, and I can’t wait to do it again.”

Sanberg noted that many events are planned throughout the year, but the formal dance was clearly a hit among the residents and would be repeated very soon.



Ribbon cut on \$5.1M renovated floor

Medical, surgical recovery floor increases telemetry capacity



(From left) James White, CAPT David Beardsley, Mary Ann Allred, Patrick Sullivan, Dr. Paul Morgan, Dr. Jeffrey Murawsky and Seth Malley cut a ribbon at the Captain James A. Lovell Federal Health Care Center, opening a newly-renovated medical and surgical floor Nov. 16. (Photo by Jonathan Friedman)

By Jonathan Friedman
Lovell FHCC Public Affairs

With ceremonial scissors in hand, leadership from Veterans Integrated Service Network 12 and the Captain James A. Lovell Federal Health Care Center joined staff and patients to cut a ribbon for a newly-renovated medical and surgical floor Nov. 16.

“As a Veteran, I take a personal stake in renovations like this,” said Seth Malley, President of Blue Yonder, Inc., the project’s general contractor. “We were very excited to renovate this floor at the Lovell FHCC. There were challenges and innovative approaches, but we stayed focused on the goal and are very satisfied with the outcome.”

With 15,800-square-feet of space, each large room on the floor offers greater privacy with individual rooms and bathrooms, a state-of-the-art patient lift system, 32-inch LCD televisions and greater ability to accommodate visiting loved ones.

“In our patient-centered environment, it’s so important that family members have the ability to stay with their loved ones during the healing process,” said Mary Ann Allred, Lovell FHCC Nurse Manager. “With their private rooms, there are lower noise levels and a more inviting environment for visitations.”

According to Dr. Paul Morgan, Lovell FHCC Director of Inpatient Services, the new floor allows for greater capabilities and telemetry. Additionally, by relocating telemetry from the Intensive Care Unit, the new floor makes ICU beds more available.

Morgan noted that the patients sincerely appreciate the hard work that staff have put into preparing for the opening of the new ward. He explained that the nurses, physicians, housekeepers, biomedicine, information management and hundreds of others have created a healing environment that will provide quality care and privacy to our patients.

HR keeping a people-focused mindset at the Lovell FHCC

The Human Resources team ensures every employee feels like they are the only customer

By Nidhi Patel
Lovell FHCC Administrative Fellow

October 1 brought some human resources changes to the Captain James A. Lovell Federal Health Care Center, including greater conveniences for staff members, more face-to-face opportunities, and many other benefits. The increased services are brought to the facility by a local staff of approximately thirty individuals on the West Campus.

Tiffany McFadden, Lovell FHCC Chief of Human Resources, is excited about the changes, noting that the changes will better enable HR to serve FHCC employees. “HR will get to show FHCC employees what customer service is all about,” said McFadden.

“With HR located right on the FHCC campus, it’s simply easier for HR and employees to communicate to one another.”

McFadden acknowledges the importance of providing great customer service to our employees. “Every customer knows they are not your only customer,” she said. “However, they want to *feel* like they are your only customer. This is the vision the FHCC HR team brings to the table.”

Before the integration, HR took on the enormous task of processing nearly 500 former Navy civilian employee records, to ensure an easy transfer. They also issued more than 1,500 Personal Identification Verification cards and a large number of facility badges to employees.

Linda Kristen, Lovell FHCC Supervisor of Recruitment and Placement, noted that one of the advantages to having an onsite HR office on the FHCC campus is that employees can have more face-to-face time with HR if they have questions.

“Now that we’re integrated, HR is truly one-stop shopping for both military and civilian employees,” said Kristen.

Serving nearly 3,000 civilian and active duty employees at the FHCC, the department is responsible for recruiting talent, providing benefit information, boarding and credentialing, and much more.

For information about Lovell FHCC HR, please call 224-610-3763.



USMC Birthday and Veterans Day Celebrated at Lovell FHCC

U.S. Marines from Marine Air Control Group 48 present a birthday cake to the most junior and senior Marines at the Captain James A. Lovell Federal Health Care Center's celebration of the Marine Corps' 235th birthday Nov. 9.

The annual ceremony was celebrated in conjunction with a Veterans Day observance in Bourke Hall. More information, as well as current and past photographs from nationwide Veterans Day observances, can be found at the US Department of Veterans Affairs Web site: www.va.gov/opa/vetsday.

(Photo by Mary Waterman)

Bldg. 200H Transition (Cont.)

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General Surgery Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Audiology Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Urology Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; 2nd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Jan. 5, 2011 (Wednesday)

Specialty Medicine

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; Basement Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Dermatology Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; Basement Level)
- **Appointment Contact:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Jan. 6, 2011 (Thursday)

Wellness Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 1st/Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Women's Health Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133E; 1st/Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Jan. 7, 2011 (Friday)

Nutrition Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133 E & F; Ground Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Jan. 10, 2011 (Monday)

Chapel Services

- **New Location:** Lovell FHCC West Campus (Bldg. 4; Rm. 32)
- **Contact:** (224) 610-3715
- **Hours:** 7:30 am to 4:30 pm

Jan. 11, 2011 (Tuesday)

Optometry Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; Basement Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Ophthalmology Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; Basement Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Jan. 17, 2011 (Monday)

Medical Records (File Room)

- **New Location:** Lovell FHCC West Campus (Bldg. 133CA, Rm. BD100)
- **Contact:** 224-610-3396
- **Hours:** 7:30 am to 4:30 pm

Medical Records (Release of Information)

- **New Location:** Lovell FHCC West Campus (Bldg. 133, Rm. BA141)
- **Contact:** 224-610-5492
- **Hours:** 7:30 am to 4:30 pm

Jan. 20, 2011 (Thursday)

Patient/Customer Service

- **New Location:** Lovell FHCC West Campus (Bldg. 133, Rm. 1D-103)
- **Contact:** (224) 610-4205
- **Hours:** 8 a.m. to 8 p.m.

Feb. 2, 2011 (Wednesday)

Mental Health Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 133F; 3rd Level)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Feb. 8, 2011 (Tuesday)

Substance Abuse Clinic

- **New Location:** New Ambulatory Care Addition of the Lovell FHCC (Bldg. 131; 2nd Floor)
- **Appointment:** (800) 941-4501
- **Hours:** 7:30 a.m. to 4 p.m.

Flu Shot schedule for Lovell FHCC

Lovell FHCC East Campus (Naval Station Great Lakes)

East Campus FHCC Staff Members

- Location: Immunizations at closest work location (Bldg 200H; Fisher Branch Health Clinic, Bldg. 237; USS Red Rover, Bldg. 1523; or, USS Tranquillity, Bldg. 1007)
- Type: Walk-In Basis
- When: Now

Naval Station Great Lakes' Emergency Medical Services staff (Fed Fire) and MWR Childcare Staff

- Location: Fisher Branch Health Clinic (Bldg. 237)
- Type: Walk-In Basis
- When: Now

Military Family Members

- Location: Immunizations at Naval Station Great Lakes' Bldg. 200H
- Type: Walk-In (8 a.m. to noon, Mon-Fri; 1-4 p.m., Mon, Tue, Wed, Fri)
- When: Now

Lovell FHCC West Campus (former North Chicago VAMC campus)

Veterans

- Location: Regularly Scheduled Primary Care/Specialty Care Clinic Visit
- Type: Request with Nurse/Provider
- When: Now

FHCC Staff Member/Volunteers

- Location: Employee Health (Bldg 133CA; 2nd Floor; Rm. 2D135)
- Type: Walk-In Basis
- When: Now

All Community-Based Outpatient Clinics (CBOCs)

Veterans

- Location: Regularly Scheduled Clinic Visit, or by scheduled nurse clinic appointment
- Type: Request with Nurse/Provider
- When: Now