Built in 1924, the Battle Creek VA Medical Center was originally called Veterans Hospital 100 because it was the 100th VA hospital built in the United States. We have a proud history of providing quality care to Veterans. We cover 21 counties in Southwest Michigan. We are primarily a Psychiatric treatment facility; but we provide a wide range of inpatient and outpatient services to the Veterans of Southwest Michigan.

A member of an integrated healthcare delivery system the 336-bed facility includes:
- Community Living Center
- Medical Care Unit
- Primary Care Clinic
- Physical Medicine
- Mental Health Clinic

Community Based Outpatient Clinics (CBOCs) are located in:
- Grand Rapids
- Muskegon
- Lansing
- Benton Harbor

Service Learning/Internship Opportunities:

**Wellness Recovery Center (WRC) Social Support Volunteer:** Assist staff in development of a program in the WRC area for teaching basic computer skills and assisting Veterans in navigating social network sites intended to be used by patients with Severe Mental Illness (SMI). Student would assist staff in developing and preparing material for weekly group sessions intended to help patients develop social networking skills and increase their social supports. **Possible Targeted Programs/Student Interests:** Psychology, Social Work, Nursing, Family and Consumer Science

**ROVER Program Volunteer:** Assist with development and implementation of Remember our Veterans through Experiences and Relationships program. This program would match a pair of students with an assigned Veteran of the same sex who has Severe Mental Illness (SMI). The intent of this program is for the volunteer to participate in everyday activities to provide companionship and social interaction for the assigned Veteran. Students will commit to 2-4 hours per week with their assigned Veteran and be required to attend occasional training sessions. Students are screened to identify the best match based on mutual interests with Veterans. SMI patients are screened by providers to be referred for this program. The program provides students the opportunity to gain an appreciation for SMI. **Possible Targeted Programs/Student Interests:** Psychology, Social Work, Nursing, Family and Consumer Science

**Volunteer Management Intern:** Help analyze current volunteer trends and recruitment strategies for new volunteers. Assist with developing and distributing education material to staff on process for developing volunteer assignments. Assist staff in the Community and Volunteer Service general office duties including donations, responding to volunteer inquires, and answering inquires. **Possible Targeted Programs/Student Interests:** Non-Profit Management, Interdisciplinary Health Studies, Public Administration
**Social Work Policy, Planning and Administration (PPA):** Assist staff in evaluation and development of policy and procedure changes in our Mental Health Intensive Case Management (MHICM) area. This is a great opportunity for a social work student interested in PPA. They will work closely with staff to align policies to meet Commission on the Accreditation of Rehabilitation Facilities (CARF) guidelines and standards. **Possible Targeted Programs/Student Interests:** Social Work, Family and Consumer Science

**Recreational Activity Assessment:** Help assess if current recreational activities and programs available to outpatient and in-patient Veterans at the Medical Center are meeting the current needs of the patients we serve. Assist with analyzing data and drafting and developing recommendations for future activities and programs to target our younger Veteran population. **Possible Targeted Programs/Student Interests:** Recreation Therapy, Non-Profit Management, Interdisciplinary Health Studies, Public Administration

**Wellness Recovery Center (WRC) Family Group Program Volunteer:** Assist staff in development of materials and group programs for families of patient in the WRC area. Student would assist staff in assessing needs, developing and preparing material, submitting proposals for approval of groups, and implementing approved sessions intended to help families adapt and understand living with SMI patient and how to provide social supports. **Possible Targeted Programs/Student Interests:** Psychology, Social Work, Nursing, Family and Consumer Science

**Wellness Recovery Center (WRC) Research:** Assist staff by conducting research looking at better ways to measure the effectiveness, efficiency, satisfaction, and access to our WRC program. **Possible Targeted Programs/Student Interests:** Psychology, Statistics, Health Care management, Sociology, Social Work, Nursing, Family and Consumer Science

**Patient Safety Projects:** Review fall data, analyze the data to identify trends and opportunities for improvement. Research best practices for nursing interventions/ processes that reduce falls. Make recommendations for improvements and/or interventions to decrease falls. Conduct proactive risk assessment- HFMEA (Healthcare Failure Mode and Effects Analysis). **Possible Targeted Programs/Student Interests:** Nursing (BSN, MSN), Health Care Administration, Interdisciplinary Health Services

**Joint Commission Tracers:** Monitor patient contact and interactions recording data (patient tracers) and evaluating/reporting results compared to joint commission standards. Patient tracers on pain management processes, patient education process, medication reconciliation, hand hygiene, patient hand offs, discharge planning, care coordination, treatment planning, informed consent. **Possible Targeted Programs/Student Interests:** Nursing (BSN, MSN), Health Care Administration, Interdisciplinary Health Services
**Patient Centered Care:** Review and evaluate processes that impact patient centered care and patient satisfaction. Research best practices. Develop and standardize processes and interactions with patients that impact patient satisfaction. Develop and implement educational plan and tools to improve patient satisfaction and sustain that improvement. **Possible Targeted Programs/Student Interests:** Therapeutic Recreation Therapy, Process Engineer, Non-Profit Leadership, Nursing (BSN, MSN), Health Care Administration, Interdisciplinary Health Services, Family and Consumer Sciences

**Policy Development:** Evaluate local policies against national policies for gaps in concurrence. Write and re-write policy to mitigate gaps. Research and coordinate with key stakeholders. Route policies through approval process. **Possible Targeted Programs/Student Interests:** Public Administration, Health Care Administration, Public Policy

**Behavioral Health:** Evaluate process of patient assessment within the Behavioral Health programs. Evaluate the use of triggers for consult referrals. Research best practices and make recommendations for improvement. Develop educational plan and/or tools to implement best practice. **Possible Targeted Programs/Student Interests:** Psychology, Psychiatry (pre-med), Social Work

**Utilization Management:** Conduct prospective reviews, admission reviews, continued stay reviews using standardized criteria (InterQual criteria, evidence-based clinical decision support to make the most appropriate care management decisions). Make recommendations on correct level of care for individual patients. Identify quality of care issues and report these to Chief of Quality. Develop spreadsheet for data and report template. Create monthly UM report. **Possible Targeted Programs/Student Interests:** Nursing (BSN, MSN), Health Care Administration, Interdisciplinary Health Services, Pre-Med

**Lean/Systems Redesign/Process Engineer:** possible projects include: Assess and identify unnecessary steps to improve efficiency in the utilization review processes, patient flow processes, peer review processes, disclosure process, and the patient advocate liaison processes. **Possible Targeted Programs/Student Interests:** Engineering, Systems design, process development, Health Care Administration, Lean

**Blind rehab/Low Vision:** Our Visual Impairment Services Outpatient Rehabilitation (VISOR) Service serves Veterans with visual limitations due to a variety of reasons ranging from traumatic injury during armed conflict to age or health related issues. We can host service learning opportunities for students interested in this field of study. **Possible Targeted Programs/Student Interests:** Low Vision, Blind Rehabilitation, Optometry

**Homeless Program Mentor Support:** there are a wide variety of opportunities to lead groups based on the skills of the volunteer. Examples could include basic social skills, basic money management (budget), resume and interviewing skills, cooking and nutrition, coping skills, etc. Programs can be developed and initiated at the Battle Creek Medical Center or outpatient clinics in Benton harbor, Grand Rapids, Muskegon, or Lansing. **Possible Targeted Programs/Student Interests:** Family and Consumer Science, Computer, Social Work
**Homeless Program Support Intern**: assist with coordinating volunteers, developing and implementing support programs for Homeless Veterans, supporting groups and documenting attendance of Veterans for the group activities. **Possible Targeted Programs/Student Interests**: Social Work

**Audiology Office Support**: assist staff with coordinating appointments, appointment reminders, and call-backs. Assist audiology staff with general office duties and gain exposure to office procedures. **Possible Targeted Programs/Student Interests**: Audiology

**Homeless Program Recreation Therapy/Music Therapy**: Assist in the development of targeted Therapeutic Recreation or Music Therapy programs for the Veterans in our Homeless Veteran Program. This will require research and proposals on program development and implementation of proposals. The plan is to provide group activities and opportunity for social interaction to gain a better routine and self-confidence. Programs can be developed and initiated at the Battle Creek Medical Center or outpatient clinics in Benton Harbor, Grand Rapids, Muskegon, or Lansing. **Possible Targeted Programs/Student Interests**: Recreational Therapy, Occupational Therapy, Music Therapy.

**Homeless Program Walk-In Clinic**: Help support the Health Care for Homeless Veterans Walk-in Clinic by setting appointments and providing information on resources and services available. Help develop additional tools and resources that can be used to provide information to Homeless Veterans. **Possible Targeted Programs/Student Interests**: Social Services, Social Work, Community Health, Family and Consumer Science

**Occupational Therapy**: We have the ability to host a level 1 or level 2 Occupational Therapy student. If we do not currently have a level 1 or level 2 student hosted at the facility, we have the ability to do a service learning opportunity for exposure to prescribing and measuring power wheelchairs or the opportunity to assist staff with planning and implementing Friday group treatment programs. **Possible Targeted Programs/Student Interests**: Occupational therapy

**Dental Service/Supply, Processing, Distribution (SPD)**: Our VA faculty will allow students to develop their knowledge in area such as; writing of standard operating procedures, competency development, tracer reviews, annual reviews of our clinical processes, categorizing priorities in the health care field. Students will apply critical thinking, writing, and Microsoft skills. This can be an exciting and rewarding experience for advanced nurses to develop their knowledge in the field of health care. We can host 2-3 students each semester that can provide a least one day per week for a semester. **Targeted Programs/Student Interests**: BSN, MSN, Health Administration

**History Museum**: Provide support to our Public Affair Officer in classifying and tagging artifacts, researching information and maintaining displays in our Battle Creek VA History Museum. We can host 1-2 students per semester as a History Internship or service learning opportunity. **Targeted Programs/Student Interests**: History
Facilities Management Service: Based on availability, our Facility Management Service can host service learning or intern opportunities for students with projects in Healthcare Engineering, Construction Project Engineering, Environmental Engineering, Biomedical Engineering, Safety Management, and Industrial Hygiene. Students will assist staff in projects related to area of study. **Possible Targeted Programs/Student Interests:** Healthcare Engineering, Construction Project Engineering, Environmental Engineering, Biomedical Engineering, Safety Management, and Industrial Hygiene

**Artist as Citizen Opportunities**

**Arts Assessment/Program Development:** A small diverse group of students to survey wants/needs of patients, assess current programs, and develop recruitment and program management ideas for fine arts entertainment and instruction to meet the needs and desires of our current patients. **Targeted Programs/Student Interests:** Art Program Development, Recreation therapy, Music Therapy, Non-Profit Management

**Homeless Program music therapy:** A student to develop music therapy programming and methods of sustainability to benefit the needs of the Homeless Veteran Program. **Targeted Programs/Student Interests:** Music Therapy

**ROVER Artist program:** Assist with development and implementation of Remember our Veterans through Experiences and Relationships program. This program would match a pair of students with an assigned Veteran of the same sex who has Severe Mental Illness (SMI). The intent of this program is for the volunteer to participate in mutually interesting artistic activities (based on interests of student and Veteran) to provide companionship, social interaction, or instruction for the assigned Veteran. Students will commit to 2-4 hours per week with their assigned Veteran and be required to attend occasional training sessions. Students are screened to identify the best match based on mutual interests with Veterans. SMI patients are screened by providers to be referred for this program. **Targeted Programs/Student Interests:** Painting, Art, Music, sculpture, drawing, graphic design, Music Therapy

**Graphic Design:** a student to evaluate current volunteer recruitment tools and develop effective tools that can be used for volunteer recruitment of various types of volunteers. **Targeted Programs/Student Interests:** Graphic Design, Marketing, Non-Profit Management

**Homeless Portrait/Art Initiative:** provide Homeless Veterans transitioning to housing with a portrait or piece of art for their new environment. **Targeted Programs/Student Interests:** Photography, Painting, sculpture, interior design

**Photography:** utilize a photography student to capture images of volunteer service and document events. We could also use a student to document CLC events throughout the year and develop a collage of images. We can utilize these images for community awareness, recruitment, and recognition purposes. **Targeted Programs/Student Interests:** Photography, photo journalism

**Mural Art Work:** Apply art skills on simple mural projects or develop larger scale projects in conjunction with Veterans in assigned ward, develop ideas, and then vote on winning ideas to be painted on the ward or patient area that is approved for mural work. **Targeted Programs/Student Interests:** Painting, Art foundations
Other Volunteer Opportunities:

**Baking Volunteer:** use material and equipment provided to prepare cookies, bread, and other baked goods on assigned wards in Community Living Center (CLC) or inpatient mental health and distribute them to Veterans while also providing a socialization opportunity.

**Computer Skills Support:** Provide basic guidance on how to use a computer for e-mail, internet, social networking, and other basic functions.

**Clerical Support:** Support the social work service with basic clerical support while learning more about services and programs provided by staff.

**Recreation Activity Volunteer:** Support Recreation Service during scheduled activities by seeing which patients would like to attend the activity, escorting patients, and assisting with the activity.

**Storage/Pantry/Clothing Room:** Help to organize and distribute household items, food pantry, and clothing items within the program guidelines. We are in the process of developing and expanding our ability to serve Veterans with these programs.

Battle Creek VA Medical Center Contact Information:

For Service Learning or volunteer opportunities Contact:

Brian Pegouske  
Voluntary Service Specialist  
269-223-5497  
Brian.Pegouske@va.gov

Nancy Babcock  
Chief, Community, and Volunteer Service  
269-223-5497  
Nancy.Babcock@va.gov

To establish formal affiliation internship opportunities Contact:

David Irvine  
Chief, Learning Resource Service  
269-966-5600 ext. 36426  
David.Irvine@va.gov

Other Program Specific Contact Information:

Wellness Recovery Center, Lynda Reyna: 269-966-5600 ext. 30081 email: Lynda.Reyna@va.gov

Healthcare for Homeless Veterans Program, Daleth Jean-Jules: 269-966-5600 ext. 31648 email: Daleth.Jean-Jules@va.gov

Quality Resource Service, Gail O'Dwyer: 269-966-5600 ext. 31987 email: Gail.Odwyer@va.gov

Social Work Service, Chris Michalek: 269-966-5600 ext. 31628 email: Christopher.Michalek@va.gov