



Department of Veterans Affairs Veterans Health Administration



Veteran's Health Administration Employee Education System presents

COURSE NO. 10.ST.BP.SIMULATIONCONF.A

SIMULATION NATIONAL LEADERSHIP CONFERENCE

September 14-16, 2010

Place:New Orleans Marriott Hotel555 Canal StreetNew Orleans, LA 70130504-581-1000www.neworleansmarriott.com

Purpose: The purpose of this knowledge-based conference is to orient VHA Leadership about the vision and strategy to address simulation training, education, and research needs; the evidence supporting the use of clinical simulation; the various modalities of clinical simulation; simulation educational processes and current technologies; and finally, their personal role in facilitating the VHA simulation strategic plan.

Outcome Objectives:

At the conclusion of this program, participants will be able to:

- 1) Restate the evidence supporting the use of clinical simulation for training and education;
- 2) Identify the various modalities used in simulation;
- 3) Explain the important education principles in simulation;
- 4) Describe best practices in addressing the common business issues in simulation;



- 5) List accreditation requirements and considerations for simulation;
- 6) Express the VHA strategic plan for simulation training, education, and research.
- Target Audience:The target audience for this program includes, but is not limited to, Medical
Center Directors, Associate Directors, Nurse Executives, and Chiefs of Staff
from clinical backgrounds, such as Physicians, Nurses, and Pharmacists, and
non-clinical backgrounds as well as VISN SimLEARN Champions and Chief
Medical Officers.

Accreditation/ Approval:

Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.



Accreditation Council for Pharmacy Education (ACPE)

The VA Employee Education System is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

American Nurses Credentialing Center (ANCC)

The VA Employee Education System is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Continuing Education Credit:

Accreditation Council for Continuing Medical Education (ACCME)

The VA Employee Education System designates this educational activity for a maximum of **18** *AMA PRA Category 1 Credit(s)*TM. Physicians should only claim credit commensurate with the extent of their participation in the activity.



Accreditation Council for Pharmacy Education (ACPE)

The VA Employee Education System is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education Program #0610-0000-10-031-L05-P. This program is accredited for **18** contact hours. The Employee Education System maintains responsibility for the program. A statement of credit will be awarded to participants and accreditation records will be on file at the Employee Education System. In order to receive continuing pharmacy education credit, participants must attend 100% of the program and complete an evaluation form. Statements of credit will be mailed to participants within six weeks of the educational activity's conclusion.

American Nurses Credentialing Center (ANCC)

VA Employee Education System designates this educational activity for **18** contact hours in continuing nursing education.



The Employee Education System maintains responsibility for the program. A certificate of attendance will be awarded for **18** hours to participants and accreditation records will be on file at the Employee Education System. In order to receive a certificate from EES, participants must sign in at the beginning of this activity, complete an evaluation, attend 100% of the program, and pick up their own certificate at the conclusion of the program (certificates will not be mailed). **EES cannot issue certificates for less than 100% participation as required by accrediting body regulations.**

Report of Training: It is the program participant's responsibility to ensure that this training is documented in the appropriate location according to his/her locally prescribed process.

Program Schedule

Monday, September 13, 2010

5:00 – 7:00 pm	Evening Registration	Preservation Hall Foyer	EES Staff
<u>Tuesday, September 14, 2010</u> Moderator: Paula Molloy			
7:00 – 8:00 am	Registration/Sign-In	Preservation Hall Foyer	EES Staff
8:00 – 8:30 am	Welcome/Program Overview	Acadia Ballroom	Robert Jesse
8:30 – 9:00 am	Introduction to SimLEARN	Acadia Ballroom	Paula Malloy
9:00 – 10:00 am	Current research on Simulation and Transferability to practice	Acadia Ballroom	William McGaghie
10:00 – 10:15 am	Break		
10:15 – 11:00 am	Medical Simulation: A Virtual Tour through one Hospital's Usage of Medical Simulation to Improve the Quality of Care Our Patients Receive	Acadia Ballroom	Elizabeth Hunt
11:00 – 12:00 pm	From Beginning to End: Wrapping Up the Simulation Package with Debriefing	Acadia Ballroom	Geoff Lighthall Kyle Harrison
12:00 – 1:30 pm	Lunch		On Your Own



Demonstration of Different Simulation Modalities - Participants will be assigned to 1:30 – 4:45 pm Track A or Track B and will rotate through each simulation modality.

Virtual Patient A: La Galerie 1-2

- Briar Duffy •
- **Dmitriy Babichenko** •

Standardized Patient A: La Galerie 3

- **Bruce Binder** •
- Jonathan Heart •
- Jessica Zagory •

Task-Trainer A: Studio 1-2

- Michael Stogsdill •
- Anil Krishnamurthy •

Elizabeth Hunt

Kristen Nelson

•

•

Mannequin-Based A: Studio 9-10

Virtual Patient B: La Galerie 4-5

- Jo-Anne Suffoletto
- Teppituk Krinchai

Standardized Patient B: La Galerie 6

- Jerome Borchers
- Larry Goldenberg
- Pamela Baugham

Task Trainer B: Studio 3-4

- Salma Akram
- Rosalyn Scott
- Alberto Lopez

Mannequin-Based B: Studio 7-8

- Geoff Lighthall
- Kyle Harrison

Wednesday, September 15, 2010 **Moderator: Paula Molloy**

7:00 – 8:00 am	Sign-In	Preservation Hall Foyer	EES Staff
8: 00 – 9:00 am	VHA Strategic Plan	Acadia Ballroom	Robert Jesse
9:00 – 9:45 am	The Future of Simulation in Developing a Professional Nursing Workforce	Acadia Ballroom	Geraldine Bednash
9:45 – 10:00 am	Break		
10:00 - 11:45	Simulation Workshops		
	 How to work with IT: Studio 1-2 Eric Raffin Joseph Schaefer Richard Tremblay Megan Friel 	 <u>Impacts on Patient</u> Doug Paull Lisa Mazzia Heidi King 	<u>Safety: Studio 3-4</u>
	 Working with Affiliates: Studio 7 Rosalyn Scott 	-8 Contracting for Tec • Daphne Jacks • Jacqueline D • Ford Heard	



11:45 – 1:00 pm	Working Lunch – VISN Workgrou credit)	aps (15 minutes not for	VISN Champions VISN CMOs Facilitators:
	VISNs 1-5: Studio 1-2		Paula Malloy
	VISNs 6-10: Studio 3-4		Tammy Salewsky
	VISNs 11-17: Studio 7-8		Lygia Arcaro
	VISNs 18-23: Studio 9-10		Robert Bonello
1:00 – 1:45 pm	VISN Workgroup Report-Out		VISN Champions VISN CMOs Facilitators:
	VISNs 1-5: Studio 1-2		Paula Malloy
	VISNs 6-10: Studio 3-4		Tammy Salewsky
	VISNs 11-17: Studio 7-8		Lygia Acaro
	VISNs 18-23: Studio 9-10		Robert Bonello
1:45 – 4:30 pm	Poster Session	Acadia Foyer	Poster Presenters
	Vendor Displays	Bisonnet/Chrondolet Ballroom	Vendors
4:30 pm	Adjourn		



<u>Thursday, September 16, 2010</u> Moderator: Lygia Arcaro

7:00 – 8:00 am	Sign-In	Preservation Hall Foyer	EES Staff
8:00 – 9:00 am	DoD Simulation Strategic Review	Acadia Ballroom	Thomas Talbot
	Where we areWhere are we going		
9:00 – 10:00 am	Verification of Competence and Accreditation of Simulation Centers: Unique Opportunities to Shape the Future of Health Care	Acadia Ballroom	Ajit Sachdeva
10:00 – 10:15 am	Break		
10:15 – 11:15 am	2010 Inventory of Simulation Activities at North American Medical Schools and Teaching Hospitals	Acadia Ballroom	Morgan Passiment
11:15 – 11:45 am	Closing Remarks, Summary, and Wrap-Up	Acadia Ballroom	Paula Malloy
11:45 am	Adjourn		



Faculty and Planning Committee

- + Salma Akram, MD
 Physician
 Dayton VA Medical Center
 Dayton, OH
- Vincent Alvarez, MD Chief Medical Officer
 Mid South Healthcare VISN 9 Nashville, TN
 VISN 9 Chief Medical Officer
- Charmayne Anderson, RN, MN, CNL Nursing Instructor
 Seattle VA Medical Center
 Seattle, WA
 VISN 20 Champion
- + Lygia Arcaro, MSN, MHC, RN, BC
- * SimLEARN Director for Nursing Programs Offices of Nursing Services Orlando, FL
- Dmitriy Babichenko, MIS
 Systems Programmer
 University of Pittsburgh
 Pittsburgh, PA
- Mark Balch, MHA Health Systems Specialist VA Central Office Washington, DC
- + Pamela Baugham Standardized Patient Boonshoft School of Medicine Wright State University Dayton, OH

- + Geraldine Bednash, PhD, RN, FAAN Chief Executive Officer and Executive Director American Association of Colleges of Nursing Washington, DC
- + S. Bruce Binder, MD, PhD Director, Skills Assessment & Training Center Boonshoft School of Medicine Wright State University Dayton, OH
- * Robert Bonello, MD
- Physician, Department of Medicine Minneapolis VA Medical Center Minneapolis, MN
 VISN 23 Champion Planning Committee Member for ACCME
- Alberto Bonifacio, RN, BSN Anesthesia, Program Manager Durham VA Medical Center Durham, NC
- + Jerome Borchers, BA
 Program Trainer, Skills Assessment & Training Center
 Boonshoft School of Medicine
 Wright State University
 Dayton, OH
- David Bower
 Chief of Staff
 Atlanta VA Medical Center
 Atlanta, GA
 VISN 7 Chief Medical Officer
- Kathryn Burks, PhD, RN Designated Learning Officer Truman VA Medical Center Columbia, MO VISN 15 Champion



- Patricia Burnell, RNC, MSN, CNS Director of Simulation Education Nursing Institute of West Central Ohio Dayton, Ohio
- * Julia Cashel, MEd Project Manager Employee Education System St. Louis Employee Education Resource Center St. Louis, MO
- * Nancy Clark, MLS Office of Health Information Health Data and Informatics Library Network Office Washington, DC
- + Jacqueline Dennis Contract Management Liaison VA Central Office Washington, DC
- David Dooley, MD Associate Chief of Staff South Texas VA Healthcare System San Antonio, TX VISN 17 Champion
- Michael Doukas, MD, MPA Chief of Staff Nashville VA Medical Center Nashville, TN VISN 9 Champion
- Briar L. Duffy, MD Instructor of Medicine University of Pittsburgh Pittsburgh, PA
- Mary East, MD Associate Chief of Staff – Education Ann Arbor VA Medical Center Ann Arbor, MI VISN 11 Chief Medical Officer

- Mary Ellen Elias, RN, MSN Nurse Educator
 Pittsburgh VA Medical Center
 Pittsburgh, PA
- * Mary Fakes, RN, MSN Assistant Director for Programs
 St. Louis Employee Education Resource Center
 St. Louis, MO
 Planning Committee Member for ANCC
- Richard Fidler, CRNA, NP, MSN, MBA
 Director, Simulation Programs/Staff Anesthetist
 San Francisco VA Medical Center
 San Francisco, CA
- Linda Fischetti, RN, MSN Chief Health Informatics Officer Washington OI Field Office Silver Spring, MD
- [^] Lawrence Flesh, MD Chief Medical Officer Albany VA Medical Center Albany, NY
 VISN 2 Chief Medical Officer
- Amanda Fore, RN, MS
 Nurse Coordinator/Program Analyst
 National Center for Patient Safety
 Ann Arbor, MI
- + Megan Friel, MS Biomedical Engineer VA Central Office Washington, DC
- ^ Sheila Gelman, MD, MS Chief Medical Officer Cincinnati VA Medical Center Cincinnati, OH
 VISN 10 Chief Medical Officer



- Leonard B. Gilbert MSN, RN, EMT-P Nurse Educator/Simulation Laboratory VA Nursing Academy Edward Hines Jr. VA Hospital Chicago, IL
- Jo-Ann Ginsberg, RN, MSN Designated Learning Officer Cheyenne VA Medical Center Cheyenne, WY VISN 19 Champion
- Christine Going, RD, FACHE Administrative Assistant to the Chief Medical Officer
 Bronx VA Medical Center
 Bronx, NY
 VISN 3 Chief Medical Officer
- + Larry Goldenberg, BS Student
 Boonshoft School of Medicine
 Wright State University
 Physician Leadership Development Program
 Dayton, OH
- Kelly A. Goudreau DSN, RN, ACNS-BC Designated Learning/Education Officer Portland VA Medical Center Portland, OR
 VISN 20 Chief Medical Officer
- William Gunnar, MD, JD National Director of Surgery Patient Care Services VA Central Office Washington, DC
- * James Harris, DSN APRN-BC, MBA CNL FAAN Deputy Chief Nursing Officer
 VA Central Office
 Washington, DC
- + Elizabeth A. Hunt, MD, MPH, PhD The Drs. David S. and Marilyn M. Zamierowski Director Johns Hopkins Medicine Simulation Center Baltimore, MD

- + Kyle Harrison, MD
- Staff Physician
 Palo Alto VA Medical Center
 Palo Alto, CA
 VISN 21 Champion
- Angela K. Hawkins, MSN, MBA Healthcare Education Specialist South Central VA Healthcare Network Ridgeland, MS VISN 16 Champion
- Ford Heard
 Executive Director, Center for Acquisition
 Innovation
 VA Office of Acquisition and Logistics
 Washington, DC
- Jonathan Heart Standardized Patient Boonshoft School of Medicine Wright State University Dayton, OH
- Jan Hirsch, MD Anesthesiologist
 San Francisco VA Medical Center
 San Francisco, CA
- Mylinh Ho, PharmD, BCPS Critical Care Pharmacist Palo Alto VA Medical Center Palo Alto, CA
- [^] David Houlihan, MD Chief of Staff Tomah VA Medical Center Tomah, WI
 VISN 12 Chief Medical Officer
- Steven Julius, MD Chief Medical Officer Minneapolis VA Medical Center Minneapolis, MN VISN 23 Chief Medical Officer



- + Daphne Jackson
 Contract Specialist, VISN 6
 Hampton VA Medical Center
 Hampton, VA
- * Sandra Janzen, MS, RN, NEA-BC Associate Director
 Patient Care/Nursing Services
 James A. Haley VA Medical Center Tampa, FL
- Robert Jesse, PhD, MD
 Principle Deputy Under Secretary for Health
 VA Central Office
 Washington, DC
- Amy Jones, MPH Administrative Officer, Education Pittsburgh VA Medical Center Pittsburgh, PA VISN 4 Champion
- [^] Wendell Jones, MD, MBA Chief Medical Officer
 Arlington VA Medical Center
 Arlington, TX
 VISN 17 Chief Medical Officer
- Lenore Joseph, MD Associate Chief of Staff for Education Richmond VA Medical Center Richmond, VA VISN 6 Champion
- Anil Krishnamurthy, MD
 Chief Orthopedic Surgeon
 Dayton VA Medical Center
 Dayton, OH

- Brian Kaufman, MD Director
 Critical Care Medicine
 New York Harbor Healthcare System
 New York, NY
 VISN 3 Champion
- Caryl Kazen, MLS Director
 VA Central Office Library
 VA Central Office
 Washington, DC
- * Chad Kessler, MD, FACEP, FAAEM
- Section Chief and Director Emergency Medicine Jesse Brown VA Medical Center Chicago, IL VISN 12 Champion
- Heidi King, MS, FACHE
 Deputy Director, DoD Patient Safety Program
 Director
 Patient Safety Solutions Center Office of the
 Assistant Secretary of Defense (Health Affairs)
 TRICARE Management Activity Office of the
 Chief Medical Officer
 Falls Church, VA
- Darra Kingsley, MD Associate Chief of Staff for Education Albuquerque VA Medical Center Albuquerque, NM VISN 18 Champion
- Teppituk Krinchai, MS Engineering, MCSA, MCDBA, MCAD, MCSE
 System Engineer
 University of Pittsburgh
 Pittsburgh, PA
- Gina Maiocco, PhD, RN, CCNS Nurse Researcher Louis A. Johnson VA Medical Center Clarksburg, WV



- Paul M. Lambert, DDS Chief of Staff Boise VA Medical Center Boise, ID
- Barbara Leisner, EdD Network 2 Program Director Academic Affiliations & Veterans Health Education Western New York VA Healthcare System Buffalo, NY VISN 2 Champion
- Debra Lewis
 Infection Control Program Manager
 Houston VA Medical Center
 Houston, TX
- Annemarie Leyden, EdD, APRN, BC Chief, Learning Resources New York Harbor Healthcare System Brooklyn, NY
- + Geoff Lighthall, PhD, MD Staff Physician
 Palo Alto VA Medical Center
 Palo Alto, CA
- + Alberto Lopez, MD Chief Resident General Surgery Residency Program Boonshoft School of Medicine Wright State University Dayton, Ohio
- Paula Miller, MSN, RN, CNL Associate Nurse Executive of Education and Research Charlie Norwood VA Medical Center Augusta, GA

- William Marks, Jr., MD Associate Professor of Clinical Neurology Step 3 Department of Neurology, School of Medicine University of California San Francisco, CA
- * Andrea Massey, MSEd
 Project Manager
 St. Louis Employee Education Resource Center
 St. Louis, MO
- Lisa Mazzia, MD Co-Director
 Medical Team Training Program
 National Center for Patient Safety
 Ann Arbor, MI
- David McClusky, MD Physician Atlanta VA Medical Center Atlanta, GA
 VISN 7 Champion
- Skye McDougall, PhD Chief Medical Officer
 Long Beach VA Medical Center
 Long Beach, VA
 VISN 22 Chief Medical Officer
- + William C. McGaghie, PhD Director of Evaluation
 Northwestern University Clinical and Translational Science Institute (NUCATS)
 Northwestern University Feinberg School of Medicine Chicago, IL
- Patricia Pierce, PhD, ARNP
 Nurse Educator
 Bay Pines VA Medical Center
 Bay Pines, FL



- + Paula Molloy, PhD
- * SimLEARN National Program Manager Employee Education System Orlando, FL
- * Anthony Morreale, PharmD Chief, Pharmacy Service San Diego VA Medical Center San Diego, CA
 Planning Committee Member for ACPE
- Judy I Murphy PhD, RN, CNE VA Nursing Academy Simulation Coordinator
 Providence VA Medical Center/RI College School of Nurse Partnership
 Providence, RI
- Kristen Nelson, MD Assistant Professor
 Anesthesiology & Critical Care Medicine
 The Johns Hopkins Medicine Simulation Center
 Baltimore, MD
- Jutta Novlija, MD, PhD Cardiac Anesthesiologist Clement J Zablocki VA Medical Center Milwaukee, WI
- Morgan Passiment
 Director, Information Resources Outreach
 Association of American Medical Colleges
 Washington, DC
- + Doug Paull, MD, FACS, FCCP
 Co-Director, Medical Team Training Program
 National Center for Patient Safety
 Ann Arbor, MI
- + Rosalyn Scott, MD, MSHA, FACS
- * Associate Chief of Staff for Medical Education
- ~ Director, Dayton Simulation Center
- Dayton VA Medical Center Dayton, Ohio
 VISN 10 Champion

- * Sofia Puerto, PhD, CCRN, MPH, MSN
- Associate Chief, Nursing Education and Research
 Loma Linda Veterans Hospital
 Loma Linda, CA
 VISN 22 Champion
- + Eric Raffin, CPHIMS, FHIMSS Director, Region 1 Sacramento Out Patient Clinic McClellan, CA
- * John Rumsfeld, MD Physician Denver VA Medical Center Denver, CO
- + Ajit Sachdeva, MD, FRCSC, FACS Director, Division of Education American College of Surgeons Chicago, IL
- * Tammy Salewsky Division Director, Clinical IT Training Division National Training & Education Office (NTEO) Brecksville, OH
- + Joseph Schaefer, Sr, MA Chief Information Officer Cleveland VA Medical Center Brecksville, OH
- LeAnn Schlamb, RN
 Registered Nurse, Education Service
 Cincinnati VA Medical Center
 Cincinnati, OH
- Catherine A. Staropoli, MD FACP Chief, Women's Health Maryland VA Healthcare System Baltimore, MD



- Mark Shelhorse, MD Chief Medical Officer
 Durham VA Medical Center
 Durham, NC
 VISN 6 Chief Medical Officer
- ^ Nara Simhan
 Department Chief of Staff
 Maryland VA Health Care System
 Baltimore, MD
 VISN 5 Chief Medical Officer
- Corrine Smith, RN, MS, NHA Acting Chief Medical Officer Bedford VA Medical Center Bedford, MA
 VISN 1 Chief Medical Officer
- Yvonne Somerville, MSA Health Systems Specialist
 VA Capitol Health Care Network Baltimore, MD
 VISN 5 Champion
- Ali Sonel, MD Associate Chief of Staff Pittsburgh VA Medical Center Pittsburgh, PA
 VISN 4 Chief Medical Officer
- * Vivian Stahl, MLS Office of Health Information Health Data and Informatics Library Network Office Washington, DC
- * Louise Van Diepen, MS, CGP Deputy Chief Learning Officer Employee Education System Washington, DC

- Martin M. Stechert, MD, PhD Cardiac Anesthesia & Critical Care Medical Director Respiratory Therapy San Francisco VA Medical Center San Francisco, CA
- + Jo-Anne Suffoletto, MD
 Physician
 Pittsburgh VA Medical Center
 Pittsburgh, PA
- + Thomas B. Talbot, MD Major, US Army Medical Corp Portfolio Manager, Medical Modeling, Simulation & Training Telemedicine and Advanced Technology Research Center (TATRC) Fort Detrick, MD
- Rita Thomas, RN, PhD Nurse Education Coordinator Indianapolis VA Medical Center Indianapolis, IN VISN 11 Champion
- Richard Tremblay, MIM, MA CDN IT Project Manager
 St. Louis VA Medical Center
 St. Louis, MO
- Christine Valdez, CNS-BC, MN,CNOR Registered Nurse, Operative Care Division Portland VA Medical Center Portland, OR
- * Denni Woodmansee, PA-C
 PA Advisor to the Undersecretary for Health
 Department of Veterans Affairs
 Boston VA Healthcare System
 Boston, MA



~ Vince (Bradley) Watts, MD Director, VA Patient Safety Fellowship Program White River Junction VA Medical Center White River Junction, VT **VISN 1 Champion**

- ^ John Williams, MD **Chief Operations Officer** Bay Pines VA Medical Center Bay Pines, FL VISN 8 Chief Medical Officer
- * Denotes Planning Committee
- + Denotes Faculty
- ~ Denotes VISN Champion
- ^ Denotes Chief Medical Officer
- D. $= D_{i}$

= Denotes Poster Presenter	
Project Manager:	Andrea Massey, MSEd Project Manager Employee Education System St. Louis Employee Education Resource Center St. Louis, MO
Event Manager/ Contracting Officer:	Susie L. Riedthaler Event Manager/Contracting Officer Employee Education System Salt Lake City Employee Education Resource Center Salt Lake City, UT
Project Support Assistant:	Erica Jackson, BA Program Support Assistant Employee Education System St. Louis Employee Education Resource Center St. Louis, MO
Application Procedure:	To register online, visit: http://www.simlearn.va.gov/conf2010/confReg.asp
Deadline Date:	 Information on participation may be obtained from Andrea Massey, Project Manager, EES, St. Louis Employee Education Resource Center, phone 314-894-6432, e-mail <u>Andrea.Massey@va.gov</u>. Completed applications are due via <i>online</i> on or before Friday, September 3, 2010. Information on participation may be obtained from Andrea Massey Project Manager, St. Louis Employee Education Resource Center, #1 Jefferson Barracks Dr, St. Louis, MO 63125, 314-894-6432, or at <u>Andrea.Massey@va.gov</u>.
Cancellation Policy:	Those individuals who have been accepted to attend and need to cancel should notify Erica Jackson at St. Louis Employee Education Resource Center, by

For more information about the products and services provided by the Employee Education System (EES), visit our website at vaww.ees.lrn.va.gov.

+ Jessica Zagory, BA Student **Boonshoft School of Medicine** Wright State University Physician Leadership Development Program Dayton, OH



phone at least two weeks prior to the program at 314-894-6648 ext. 63334, or at Erica.Jackson2@va.gov.

The Rehabilitation Act of 1973, as amended: The Employee Education System wishes to ensure no individual with a disability is excluded, denied services, segregated or otherwise treated differently from other individuals participating in its educational activities, because of the absence of auxiliary aids and services. If you require any special arrangements to attend and fully participate in this educational activity, please contact Andrea Massey, Project Manager, EES, St. Louis Employee Education Resource Center, phone 314-894-6432, e-mail Andrea.Massey@va.gov.