



Proud of our Veterans,  
Proud of America!

**THE**

# epicenter

Newsletter of the VA Palo Alto Health Care System (VAPAHCS) • May 2002

## National Nurses Week

The work of America's 2.6 million registered nurses to save lives and to maintain the health of millions of individuals is the focus of this year's National Nurses Week, celebrated annually May 6-12 throughout the United States. VAPAHCS is proud to recognize its excellent Nursing Service for their commitment to care for those most deserving.

Annually, National Nurses Week begins on May 6, marked as RN Recognition Day, and ends on May 12, the birthday of Florence Nightingale, founder of nursing as a modern profession. During this week, VAPAHCS will honor its nursing staff. In recognition of National Nurses Week, this year's recipients for Excellence in Nursing for VAPAHCS are RN Expanded Role Nurse: Evelyn O'Hara, RN Staff Nurse: Carmen Manaois, LVN: Jay Francis, and Nursing Assistant: Evelyn Baclig.

Did you know the Department of Veterans Affairs (VA) has the largest nursing staff of any hospital system in the world. Numbering more than 50,000 nationwide, the VA nursing team — composed of registered nurses, licensed practical, vocational nurses, and nursing assistants — provides health care to the nation's veterans in hundreds of facilities throughout the country.

How did this all come about? In 1921, shortly after the end of World War I, Congress established the U.S. Veterans' Bureau. The following year, Public Health Service hospitals were assigned to the Veterans' Bureau, transferring some 1,400 nurses. In 1930, the Veterans Administration was established, consolidating and coordinating government activities affecting war veterans. At the time, approximately 2,500 registered nurses were employed in VA Nursing

Service. During both World War II and the Korean Conflict, VA experienced a shortage of health-care workers — including nurses — who joined the armed forces. In the 1950s, affiliations with nursing schools were expanded, and cooperative efforts between schools and VA Nursing Service resulted in a steady growth in the number of nursing students who received their clinical experiences in VA. During the Vietnam Era, the VA medical system was faced with patient needs that were different from those of veterans of previous wars. The geriatric and long-term care requirements from earlier conflicts also came into play, and VA nurses adopted new roles for meeting these changing needs of veterans. Nurses were performing a wider variety of health-care functions, such as nurse-administered patient care units and programs, and satellite clinics where nurses were primary providers of patient care while working closely with physicians and others on a multidisciplinary team. The trend toward specialization continued in such areas as gerontological nursing — a trend that continues today.



*Award Recipients included  
Evelyn O'Hara, RN Expanded  
Role Nurse and Jay Francis, LVN.*

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# A Word From Our Director



**Elizabeth Joyce Freeman, Director  
VA Palo Alto Health Care System**

## Focus on Communication

Although the VA continues to enjoy numerous recent positive media reports regarding our superb health care services and excellence in research and other achievements, there have been some less positive stories regarding sanitation issues at one VA Medical Center. While these sanitation issues are a serious concern, a larger concern is how we communicate with each other when

we discover a serious situation we know should be addressed, but due to any number of reasons, the concern is not shared and the situation continues.

It is my hope all VAPAHCS staff feel empowered to make those concerns known. I realize this is not always easy to do. It is not always obvious who has the resources or the authority to ensure serious concerns are addressed. Many of our staff have worked within VAPAHCS for many years. They have witnessed many improvements but also may have come to accept certain conditions that should not be accepted.

My message to all of you is to make your voice heard. The process for sharing concerns with those empowered to make the needed corrections is sometimes less than obvious in a large, multi-division health care system such as ours. The first point of contact may be your supervisor or service chief. Other points of contact for voicing your concerns are the Office of Quality Management or your site liaisons. You are also free to raise your concerns to me at the Town Hall Meetings, Director's Dialogue or Director Forum meetings.

I am enormously proud of our talented staff - you demand nothing less than the best for our veterans. Please help Dr. Sheikh and

Mr. Sisty and me identify and correct areas in need of improvement. With your assistance, it will happen.

## Strategic Planning Update

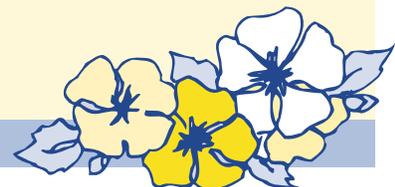
I have formed a small ad hoc group to assist me in strategic planning. We are beginning to develop a framework for more comprehensive actions we should explore as a health care system over a one-to-five-to-ten year planning horizon. The ad hoc groups work will be presented to the Executive Council this spring for their review and comment. This planning work will also help prepare VAPAHCS once the VA Central Office CARES (Capital Asset Review for Enhanced Services) process is defined. Our strategic drivers will align with those in our current strategic plan:

- Provider of Choice
- Employer of Choice
- Integrated Delivery System
- Operationally Efficient
- Special Emphasis Programs
- Excellence in Research, Education and Training

## Nurse Recognition Month

Please join me in recognizing our outstanding nursing staff in the month of May. Most of you are acutely aware of the superb quality of our nursing staff. This is especially significant given the international shortage of nurses. I want to express my sincere thanks to Alice Naqvi, Chief Nurse for Rehabilitation and ACOS/Nursing, Sandy Parkes, Chief Nurse for Ambulatory Care; Shirley Paulson, Acting Chief Nurse for Medicine and Surgery and Critical Care, Dwight Wilson, Chief Nurse for Long Term Care, Maryann Wilson, Acting Chief Nurse for Mental Health, for their tireless dedication and commitment to their staffs and to VAPAHCS. Their exemplary leadership reflects the high quality of our nursing staff. With their help, we are taking many steps to ensure the quality of our nursing staff continues to excel into the future.

Elizabeth Joyce Freeman  
Director



## Dr. Roswell Named VA Under Secretary for Health



Robert H. Roswell, M.D., was nominated by President Bush to be Under Secretary for Health in the Department of Veterans Affairs on February 6, 2002, and was confirmed by the Senate on March 22, 2002.

As Under Secretary, he heads the Veterans Health Administration (VHA) and is responsible for the operation of the nation's largest integrated health care system.

With a medical care budget of more than \$22 billion, VHA employs approximately 180,000 health care professionals at 163 hospitals, more than 800 community and facility-based clinics, 135 nursing homes, 43 domiciliaries, 206

readjustment counseling centers, and various other facilities. In addition to its medical care mission, the veterans health care system is the nation's largest provider of graduate medical education and a major contributor to medical and scientific research.

Prior to his nomination, Dr. Roswell directed VA's health care network for Florida and Puerto Rico since 1995. Based in Bay Pines, Fla., the network includes 10 VA medical centers, nine satellite outpatient clinics and 34 community clinics. He also served as Executive Director of the federal Persian Gulf Veterans Coordinating Board from 1994 to 1999.

Dr. Roswell previously held positions as chief of staff at the VA medical center in Birmingham, Ala., and Oklahoma City, and held leadership positions in other VA facilities and VA Central Office in Washington, D.C. He has also served on the faculty of several medical schools and is board certified in internal medicine.

Dr. Roswell is a 1975 graduate of the University of Oklahoma School of Medicine, where he completed his residency in internal medicine and a fellowship in endocrinology and metabolism. Dr. Roswell served on active duty in the U.S. Army from 1978 through 1980 and is currently a colonel in the Army Reserve Medical Corps.

## Local PVA Supports Nursing Home

The Friendly Social Group; an advocacy group made up of residents at the Menlo Park Division Nursing Home had been working under a limited time access to the computer located in the Occupation Therapy Lab. The group needed to have access to a computer more frequently.

A proposal for a laptop computer was presented to the Bay Area & Western Chapter of the Paralyzed Veterans of America (PVA) for their consideration for a grant to procure the computer, associated equipment and software. At one of their regular board meetings, they considered the proposal and unanimously approved the grant of \$2,600 to cover the costs.

The Friendly Social Group wishes to thank the Bay Area & Western PVA for providing this equipment which will help in providing the advocacy support for the residents here at the nursing home.



*Left to right: Dave Hollingshead, Executive Director, Bay Area and Western Chapter of PVA (BA/WC PVA); Mel Silva, President, BA/WC PVA; Tracy Marino, Recreation Assistant; Arden Farey; and John Anderson.*

# Asian Pacific American Heritage Month

May is Asian Pacific American (APA) Heritage Month—a celebration of Asian and Pacific Islanders in the United States. Much like Black History and Women’s History celebrations, APA Heritage Month originated in a congressional bill put forward by legislators.

In June 1977, Representatives Frank Horton of New York and Norman Y. Mineta of California introduced a House resolution which called upon the president to proclaim the first ten days of May as Asian/Pacific Heritage Week. The following month, Senators Daniel Inouye and Spark Matsunaga introduced a similar bill in the Senate. Both were passed. The proclamation of Asian/Pacific Week had to be brought forward each year because a Joint Resolution did not contain an annual designation.

On October 5, 1978, President Jimmy Carter signed the Joint Resolution.

In May 1990, the holiday was expanded further when President George H. W. Bush designated May to be Asian Pacific American Heritage Month. May was chosen to commemorate the immigration of the first Japanese immigrants to the United States in 1843.

Asian Pacific American Heritage Month is celebrated with community festivals, government gatherings, and educational activities for students. Since its inception as a single week in 1977, APA Heritage Month has grown into a month-long celebration across the country.

# NATIONAL DAY OF PRAYER

The National Day of Prayer is an annual event established by an act of Congress which encourages Americans to pray for our nation, its people and its leaders. In 2002, the National Day of Prayer will be observed on Thursday, May 2.

When did the National Day of Prayer begin? Days of prayer have been called for since 1775, when the Continental Congress designated a time for prayer in forming a new nation. In 1863, Abraham Lincoln called for such a day. Officially, the National Day of Prayer was established as an annual event by an act of Congress in 1952 and was signed into law by President Truman. The law was amended in 1988 and signed by President Ronald Reagan, establishing the National Day of Prayer as the first Thursday of May each year.

## A PRAYER FROM OUR CHAPLAIN SERVICE

Lord God, Giver of all truth and guardian of all goodness. Help us as we celebrate the National Day of Prayer to truly be Your people. Keep our Nation safe and true to Your will for us. Unite us O Lord as a people who care about the world we live in and as a diverse group of believers who agree to disagree with love, tolerance and mutual respect for each other. O Lord we pray for Your blessing and in the name of:

Jesus, Our Lord and Savior ... the Father, Son and Holy Ghost ... the Compassionate Buddha ... Allah, and His Prophet Mohammed May His Name Be Praised ... the Great Spirit, Grandfather of Us All ... the Father, Son and Holy Spirit, For Thine is the Kingdom and the Power for now and ever, unto the ages of ages ... God, the source of all being ... the God of us all. Amen, amen, amen.

# EMPLOYEE NEWS

## New Employees

Anesthesiology Svc.  
**Craig Ivie**  
**Melinda Pierson**  
**M. Powell-Magtoto**

Business Office  
**Larry McElroy**

Canteen Svc.  
**Teresita V. Crueldad**

Chaplain Svc.  
**James M. Stump**

Information Resource Mgmt.  
**Stacy Brothers**

Nursing Svc.  
**Liezl Falmos**  
**Emma Galarrita**  
**Susan Johansen**  
**Amelia Kastner**

Nutrition & Food Svc.  
**Nena Aguilar**  
**Mitchell R. Badue**  
**Henry B. Boulton**  
**Joseph L. Gacerez**  
**Patricia A. Reid**

Pharmacy Svc.  
**Jaimini Shah**

Police Svc.  
**Michael Davidson**  
**Angelia M. Pinto**

Psychiatry Svc.  
**Lawrence Tuft**

Recreation Svc.  
**Jerry Duncan**

Research Svc.  
**Magdalena Berger**  
**Jennifer A. Piccin**  
**Richard O. Renz**  
**Bernice J. Turner**

Social Work Svc.  
**Leslie Ekings**  
**Juana Lofgren**

## Retirees

Business Office  
**William Faso (10)**

Director's Office  
**Kathryn Mohler (20)**

Engineering Svc.  
**Sam Patterson (31)**

GRECC  
**Robert Marcus (32)**

Nursing Svc.  
**Russ Benito (22)**

Psychology Svc.  
**William Lynch (32)**

*(Years of service are indicated in parentheses.)*

## Employee Service Awards

### 10 Years

**Patricia Adams**  
Director's Office

**Ann Dudley**  
Nursing Svc.

**Akira Eejima**  
Pharmacy Svc.

**Orendaine Go-Acidera**  
Nursing Svc.

**Inger Hill**  
Nursing Svc.

**Pompa Malakar**  
Nursing Svc.

**Evelyn Malate**  
Nursing Svc.

**Richard Mullen**  
Nursing Svc.

**Teri Parham-Evola**  
Medical Information Svc.

**Linda Pries**  
Nursing Svc.

**Harold Rucker**  
Nursing Svc.

**Chong Tribuiano**  
Nursing Svc.

### 15 Years

**John Aboytes**  
Social Work Svc.

**Clemencio Cerezo**  
Nursing Svc.

**Suzanne Cottle**  
Social Work Svc.

**Cappe Eudy**  
Nursing Svc.

**Mohamad Ghamrawi**  
Information Resources Mgmt. Svc.

**Mary Goldstein**  
Research Svc.

**Marilyn Hartman-Lane**  
Nursing Svc.

**Angelito Millan**  
Acquisition & Materiel Mgmt. Svc.

**Gail Miller**  
Nursing Svc.

**Ernestine Nelson**  
Environmental Mgmt. Svc.

**Severa Quinsol**  
Nursing Svc.

**Russell Ryono**  
Pharmacy Svc.

**Sharon Strong**  
Nursing Svc.

### 20 Years

**Joseph Antoine**  
Environmental Mgmt. Svc.

**Patricia Arreguin**  
Nursing Svc.

**Sandra Dean**  
Pharmacy Svc.

**Anna Ferrulli**  
Nursing Svc.

**Charlotte Giese**  
Psychology Svc.

**Asteria Huber**  
Nursing Svc.

**Maxine Kennedy**  
Human Resources Mgmt. Svc.

**Richard Ludt**  
Blind Rehab Center

**Jesse Mesa**  
Nursing Svc.

**Harold Smith**  
Psychiatry Svc.

**Patricia Stevenson**  
Psychiatry Svc.

**Stylios Trigonis**  
Engineering Svc.

### 25 Years

**Donna Horn**  
Domiliary Svc.

**Pat Moreno**  
Psychology Svc.

**J. Dwight Wilson**  
Nursing Svc.

### 30 Years

**Judy Davis**  
Business Office

**Sandra Parkes**  
Nursing Svc.

**Inder Perakash**  
Spinal Cord Injury

### 35 Years

**Bruce Tornoe**  
Anesthesiology Svc.

# CALENDAR OF TRAINING & EVENTS

EES=VA Employee Education System • HR=Human Resources • ORM=Office of Resolution Management • TQI=Total Quality Improvement • TBA=To be announced

DAY	DATE	SERVICE	TIME	PLACE	INFORMATION
Wednesday	5/1/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Julie Kasi-Godby, Ph.D Hospice and the elderly patient
Monday	5/6/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Ellen Coman, Ph.D. Screening Measures in Neuropsychiatry: What Psychiatry
Wednesday	5/8/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Ellen Coman, Ph.D. The evaluation of the patient with aphasia
Monday	5/13/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Jim Moses, Ph.D. The MMPI, MCMI and Personality Testing: How to Order, Interpret and Use These Measures Effectively
Wednesday	5/15/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Gary Hartz, Ph.D. Enhancing clinical evaluation and communication with Chinese American
Wednesday	5/22/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Bonnie Anderson, RN and Ann Jennings, RN Home based care and the elderly patient
Wednesday	5/29/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Lisa Sharp-Altouney, RNP Wound care in the elderly patient
Monday	6/3/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Ellen Coman, Ph.D. The Sub-Cortical Dementias
Monday	6/10/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Jim Moses, Ph.D. Understanding and localizing the Aphasias
Monday	6/17/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Jim Moses, Ph.D. Amnesia Syndromes
Monday	6/24/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Jim Moses, Ph.D. Neuropsychiatry of Stroke Syndromes
Wednesday	6/26/02	Psychiatry MIRECC	12-1pm	Menlo Park Bldg. 324 Rm E117	Julie Kasi-Godby, Ph.D Hospice and the elderly patient
Monday	7/1/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Jim Moses, Ph.D. The Use of the Rorschach in Psychosis
Monday	7/8/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Ellen Coman, Ph.D. Adult Attention Deficit Disorder

# National Hepatitis Awareness Month: May 2002

The following announcement is from the  
Center's for Disease Control and Prevention, (CDC) Atlanta, Georgia

May is National Hepatitis Awareness Month. Hepatitis A, B, and C are the most common types of viral hepatitis in the United States. Hepatitis A, a disease transmitted through the fecal-oral route, occurs in epidemics both nationwide and in communities. Children are often the reservoir for infection, and during epidemic years, the number of reported cases has reached 35,000. Hepatitis A vaccine is the best protection against hepatitis A virus infection. During the late 1990s, when hepatitis A vaccine became more widely used, the number of cases reached historic lows.

Hepatitis B and C are both bloodborne diseases transmitted when blood or body fluids from an infected person enter the body of a susceptible person. Both hepatitis B and C can cause chronic infection that can lead to cirrhosis and hepatocellular carcinoma (liver cancer). The number of new hepatitis B virus (HBV) infections per

year has declined from approximately 450,000 during the 1980s to approximately 80,000 in 1998. Hepatitis B vaccine is the best protection against infection with HBV. The greatest decline in HBV infections has occurred among children and adolescents as the result of routine hepatitis B vaccination. The number of hepatitis C virus (HCV) infections per year declined from approximately 240,000 during the 1980s to approximately 40,000 in 1998. No vaccine exists to prevent HCV infection. The infection is transmitted most often by injection drug use. Transfusion-associated cases occurred before blood donor screening, but currently HCV infection occurs in less than one per million transfused units of blood. Additional information about hepatitis A, B, and C is available from the CDC hepatitis hotline, telephone (888) 443-7232 or from CDC's Division of Viral Hepatitis at <http://www.cdc.gov/hepatitis>.

## National Occupational Therapy Month!

April was National Occupational Therapy Month! The Occupational Therapy Department celebrated by hosting an informational booth with handouts and souvenirs, and a successful clothing drive. Donated clothing was given to Voluntary Service and local women's shelters. Thanks to those of you who supported us and participated in our efforts.

The practice of occupational therapy (OT) is based upon the belief that occupations - which are the activities in which we engage that make up the substance of our lives - are a primary influence on health and well-being. Embracing the idea that "You are what you do," occupation therapy might best be understood as the "doing" therapy.

OT's assess, utilize and adapt everyday activities to improve function, enhance performance, promote health, prevent illness and increase independence in those persons to whom they provide services. OT's work in a range of settings including: hospitals, outpatient centers, skilled nursing facilities, mental health facilities, community centers, independent living centers, workplaces, schools, and in people's homes.

The 25 registered occupational therapists at VAPAHCS work in a variety of settings including spinal cord injury, computer assistive technology, neuro-rehabilitation, hand therapy, hospice, home care, acute care, long-term care, gero-psychiatry, outpatient services and

research. These therapists are striving to help our veterans master the "skills for the job of living". For more information about occupational therapy please visit the American Occupational Therapy Association website at [www.aota.org](http://www.aota.org) or feel free to speak with one of our staff.



Left to right: Linda Bober, OT; Louise Hess, OT; and Calvin Herrick, OT.



# Avoid Stroke!

## Know the Risk Factors

If you are looking for a challenge, try being a stroke survivor. On the other hand, if you wish to avoid stroke, know your risk factors. Risk factors do not identify high-risk groups, but rather, define high risk populations. For example, the effects of high blood pressure are the same for whites and blacks, but African Americans are more susceptible to high blood pressure. This is also true of diabetes. Hispanics are at greater risk for stroke, due to the higher incidence of diabetes among Hispanics. Risk factors that can be changed include hypertension (blood pressure >140/90) high blood cholesterol (LDL < 100 mg/dl HDL > 35 mg/dl), obesity, use of oral contraceptives (especially for women who smoke) and stress.

Some factors such as increasing age or sex cannot be changed. A prior stroke or heart attack increases your risk level as does atrial fibrillation, which causes an irregular heartbeat. Importantly, studies show that treatments to reduce stroke risk can decrease the prevalence of stroke by as much as 80 percent. Schedule an appointment if you think you are at risk.

Stroke is the leading cause of disability in the U.S. today. It is the third highest cause of death and, more than one-fourth of all strokes, 28%, occur in people under 65. You should also know the symptoms of stroke. Statistics support the fact that your knowledge may save the life of a co-worker, your father, your brother, or a good friend. Memorize these symptoms:

- **Change in VISION:**  
Dim, blurred or confused vision, or sudden loss of sight in one eye
- **Difficulty with SPEECH:**  
Slurred or sluggish speech, loss of words or difficulty, understanding words
- **Unexplained WEAKNESS:**  
Clumsiness or loss of strength in face, hand, arm, and/or leg on one side of body
- **Change in SENSATION:**  
Heaviness, unusual or loss of sensation in face, hand, arm, and/or leg on one side of body
- **Severe HEADACHE:**  
Unexplainable headache, often described as “first or worst” headache ever
- **Unexplained DIZZINESS:**  
Severe and sudden dizziness, not related to any sudden change in head position

About one-third of all strokes are preceded by one or more “mini-strokes,” known as transient ischemic attacks (TIA’s). These attacks last from a few minutes to several hours. Do not ignore them. If the symptoms last more than 10 to 15 minutes or seem to get worse, call 911 for urgent transportation to the nearest emergency medical facility. New drugs and treatments are time sensitive and have a short time frame, sometimes as short as three hours from the time symptoms first appear. This is why neurologists now refer to “time” as “brain”.

The Peninsula Stroke Association office can be found at the VA near the front entrance to building 6 in room A162. If you have concerns or questions stop by or call us at (650) 565-8485.

### You Can Lower Your Risk of Hypertension by Adapting the Following Healthy Habits for Life:



- Lose weight if you’re carrying around extra pounds. You’re 6 times more likely to suffer from high blood pressure if you’re overweight.
- Eat less salt. For most people, 1 tablespoon (6 grams) of salt per day is the recommended amount. Some people are more sensitive to salt intake than others, and may need to reduce daily intake even more.
- Get more exercise. If you can do at least 20 minutes of exercise most days of the week your benefit could be a lowered blood pressure. Consult your doctor or other health care professional before beginning any exercise program.
- Cut back on alcohol consumption, which can raise your blood pressure. Females or lighter weight individuals should not consume more than 1 drink daily; males no more than 2 drinks a day.

# You Make a Difference!

*Submitted by our veterans and their families. We welcome more contributions from LVD, Stockton, Modesto, San Jose, and Monterey.*

**Jennifer Kozlowski** (Monterey Clinic), Physical Medicine and Rehab, has consistently brought patients to the attention of R.N.'s and physicians when they have needed medical care outside of her specialty. Her care has saved lives. We're glad she's here in Monterey.

There have been numerous situations when **Randy Osheroff** (MPD), IRM, looked into and fixed computer problems for us here at MPD Clinical Lab. One day we left a message for him at 7:30am and he rushed up and fixed the problem by 8am.

**Jan Daley**, R.N.P. (PAD), Medical Service, goes the extra mile for our vets. In addition to helping out the staff with tasks everyday, she is very caring, compassionate, and professional. Jan implemented special treatments for a patient and four months later this patient is wheeling himself around the unit, greeting everyone...it's quite a success story.

My husband has been a patient here a long time. **Alice Perkins**, C.N.A. (4A-PAD), has been very kind in a stressful time. She talks to him and reassures him and family, that things will work out in our most stressful time. Because of her concern and kindness, my family has been more at peace leaving our loved one knowing someone like Alice will go the extra mile.

**Dr. Ellen Shibata** (LVD), Medical Service, is totally concerned about my welfare during each visit. She follows through on each of my concerns. She always puts me at ease, yet is very frank and business like. She is a great asset to the VA system.

In all the years (ten or more) that I have been a patient at your hospital, I must say that I have received excellent care that brings credit to you and your staff. **Dr. Lisa Gervin** (PAD), Medical Service, has risen above the standard. I have never been treated by a physician whose expertise and caring has been so evident in the overall benefit of the patient. She is truly an asset to your hospital.

There is a nurse I feel should have a short note written about her. **Diane Dulkevich** (PAD), Nursing Service, is an L.V.N. who cares a lot about the well being of her patients. She is very thorough in her work, whether it is giving a shot, giving medications, or remaking a bed. She makes all her patients feel good.

I would be remiss if I didn't take the time to express my thanks and appreciation to you for the professional, caring, and diligent attention shown to me by **Judith Cornez**, R.N. (MPD), Mental Health Clinic. I began to think I really didn't need her help. As my defenses were being lowered, Judy was making sense. Through her tireless efforts she has endeavored to help me. The VA, your staff, and especially Ms. Cornez, are a gift to me from above.

This letter is to bring to your attention the outstanding medical care that I have received at a clinic at your facility. I have had numerous appointments at the Ear, Nose, & Throat Clinic and have received outstanding medical treatment. This care was provided by **Patricia Yoon**, M.D. (PAD), Surgical Service, a person I admire, appreciate, and respect. She is truly a professional. Her ability to greet a patient with a smile puts her patients at ease. Her knowledge enables her to make a prompt and accurate diagnosis. I don't know what goals she has set for herself in life, but personally I wish that each of her desires be fulfilled and that she has a prospering, rewarding future.



## National Police Week



To pay tribute to the law enforcement officers who have made the ultimate sacrifice for our country and to voice our appreciation for all those who currently serve on the front lines of the battle against crime, the Congress, by a joint resolution approved October 1, 1962 (75 Stat.676), has authorized and requested the President to designate May 15 of each year as "Peace Officers Memorial Day," and the week in which it falls as "Police Week" and by Public Law 103-322 (36 U.S.C. 175) has requested that the flag be flown at half-staff on Peace Officers Memorial Day.

VAPAHCS has concurrent jurisdiction with area law enforcement agencies. This means City, County and State laws, as well as Federal laws, are enforced on Health Care System grounds. This type of

jurisdiction gives local law enforcement officials authority to enter this Health Care System and exercise their law enforcement duty, including arrest powers.

All VA Police Officers must have at least two years of arrest authority experience or have an Associate Degree in Criminal Justice or a related field. All VA Police Officers go through an intensified training course at the VA Police School located at the North Little Rock VAMC in Arkansas.

VA Police maintain a Detective Division to further investigate any and all criminal activity. There is also a Training Officer who, in addition to continuously training our officers, is available to assist any service in crime prevention programs.

# May Word Search

C H I L D O Y R R E B L U M H I  
 O C R L A S L A U G H T E A I W  
 N S I W I R H F L O R G E Y N O  
 E O B N W E H O R S E N O P E O  
 R R B E C W O R W S Y I M O M S  
 D C O W R O P P E E A R T L O R  
 L I N G O L D B R E R P I E D O  
 I P G A L F N E W S P S L E T T  
 H O W Y A D Y A M J U L I E T N  
 C R O M E R E H C A E T I T L E  
 M E M O R I A L D A Y L A U G H  
 E P I C E N T E R A L O N L E W  
 M E M O T H E R S D A Y R I A L  
 T U P L T U M A Y P O M O P T H  
 F L O W E S H O E R S S T R E T  
 R O D N M U L B E E R Y T E A C

Find the following words in the letters above:

Children  
 Cinco De Mayo  
 Flag  
 Flowers  
 May Day

Maypole  
 Memorial Day  
 Mom  
 Mothers Day  
 Mulberry

Prayer  
 Ribbon  
 Showers  
 Teacher  
 Tulip



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 by and for employees of the  
 VA Palo Alto Health Care System.

Submissions should be received by  
 the 1st working day of the month to  
 be included in upcoming issues.  
 Due to space limitations, it is not  
 possible to publish all submissions.

We welcome any comments,  
 suggestions or story ideas  
 you may have; please contact the  
 Communications Officer (00A) at  
 ext. 64888 or directly at  
 650-858-3925.

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## Did You Know?

May has the following holidays:

- 1 May Day
- 5 Children's Day
- 5 Cinco de Mayo
- 8 National Teacher's Day
- 12 Mother's Day
- 18 Armed Forces Day
- 21 Victoria Day (Canada)
- 27 Memorial Day

