NOVA Annual Report and Membership Directory

2011 - 2012
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Shaping and Influencing Health Care within the Department of Veterans Affairs
Board of Directors

President
Joan Clifford, MSM, RN, FACHE
2010-2013
Boston VA Health Care System
Everett, MA • 857/203-5040

Vice President
Larry Lemos, MSN, MHA, RN, CNS, GCNS-BC
2009-2012
Long Beach VA Health Care System
Long Beach, CA • 562/826-8000 Ext. 4146

Treasurer
Mary Seaman, MS, RN, NEA-BC
2010-2012
James A. Haley Veterans Hospital
Tampa, FL • 813/979-3672

Secretary
Sharon Johnson, MSN, RN-BC
2009-2013
VA Maryland Health Care System
Baltimore, MD • 410/637-1841

Membership Secretary
Dolores Zander, MSN, RN-BC
2010-2013
Philadelphia VA Medical Center
Cochranville, PA • 215/823-5800 Ext. 3990

Directors
Mary Ann Church, MSN, RN-BC
2010-2013
Manchester, New Hampshire VA Medical Center
Dover, NH • 800/892-8384 Ext. 5714

Janet Minard, BSN, RN-BC
2009-2012
Lebanon VA Medical Center
Myerstown, PA • 717/272-6621 Ext. 4994

Melissa Nixon, MSN, RN, ANP-BC, COHN-S
2009-2012
St. Louis VA Medical Center
Barnhart, MO • 314/652-4100 Ext. 64262

Thelma Roach-Serry, BSN, RN, NE-BC
2009-2012
Hunter Holmes McGuire VA Medical Center
Richmond, VA • 804/675-5582

Kelly Skinner, MSN, RN, CRRN, WCC, APRN-BC, GNP-BC
2009-2012
Boston VA Health Care System
Walpole, MA • 857/203-6578

Taryn-Janae Wilcox-Olson, RN
2011-2012
Black Hills VA Health Care System
Ft. Meade, SD • 605/347-2511 Ext. 7645

Immediate Past President
Nancy Clafin, PhD, RN, CCRN, CPHQ, FNHA
2010-2013
Phoenix VA Health Care System
Gilbert, AZ • 602/277-5551 Ext. 7037

Executive Director
Susan H. Dove

Director, Membership/Administration
Luba Litvinova

Manager, Education & Special Projects
Linda Howe
Mission Statement

“NOVA: Shaping and Influencing Health Care within the Department of Veterans Affairs.”

NOVA...The Beginning

During the fall of 1980, the nationwide shortage of registered nurses reached crisis proportions. Nurses were leaving the profession in droves, enrollment in nursing schools was decreasing, and discontent was widespread. Discontent ranged from disillusionment with nursing as a profession to adversarial relationships with physicians and resulted in pronounced staffing shortages.

This unfortunate situation was no more pronounced than in the VA system. When PL 96-330 was passed by Congress without direct input from VA nurses, a small group of dedicated nurses at the Hines VA Hospital in Illinois decided that it was time for action. This decision marked the birth of the Nurses Organization of Veterans Affairs.

Earlier, in the spring of 1980, a proposal was drafted encompassing the concept of a nationwide professional nursing organization with an educational and legislative emphasis. Since it was founded, NOVA has grown to represent VA nurses from all over the United States. These nurses have pursued their goals resolutely and have been able to influence significantly our nation’s legislators on issues of Veterans health care.

Vision Statement

- VA nurses will provide high quality nursing care.
- VA nurses will have an optimal work environment.
- VA nurses will be well informed on relevant issues that impact VA health care and nursing practice.
- VA nurses will have a strong voice in the legislative arena.
- VA nurses will have a strong presence at the VHA corporate leadership level.
- VA nurses will be NOVA members.

Make the Most of Your NOVA Membership...

Visit the NOVA Website!

Learn more about YOUR association - the only professional organization for VA registered nurses.

Go to www.vanurse.org and discover...

- Links to continuing education resources on the Internet and health-related sites including government and organization sites.
- How to get affordable Long Term Disability and Life Insurance coverage.
- NOVA’s educational offerings – Annual and Regional Meetings – valuable learning experiences with great networking opportunities.
- How to participate in membership promotion campaigns and win exciting prizes.
- Details regarding NOVA’s legislative achievements that benefit YOU and VA nursing.
- The NOVA Foundation Scholarships and Research Grants which are available to VA employees.
- VA Nurse Emeritus membership information for retired NOVA members.
- NOVA News - the official publication of the Nurses Organization of Veterans Affairs.

Plus Much More! Visit www.vanurse.org Today!
NOVA History Highlights 2011-2012

The complete NOVA History can be viewed at www.vanurse.org

- The Nurses Organization of Veterans Affairs (NOVA) had a very busy and productive year in 2011.
- The NOVA Board of Directors held a meeting in Washington, DC, on Thursday, January 13, 2011.
- January 14, 2011 - The NOVA Board met in Washington, DC, and hosted an informative Legislative Roundtable with Senate and House Veterans Affairs Committee staff members, representatives of Veterans Service Organizations, and members of other professional organizations who shared their legislative agendas for 2011.
- January 21, 2011 - NOVA announced the plan to create a fresh, modern look for its publications, website and other communications by creating a new logo. The membership participated in the selection of the new logo.
- January 31, 2011 - NOVA announced the selection of the new logo (large blue NOVA letters with a red shooting star traveling through the letters and Nurses Organization of Veteran Affairs appears underneath in a smaller font).
- February 9, 2011 - NOVA announced the partnership with American Medical ID, a leading manufacturer of personalized medical alert jewelry, and Mended Hearts, Inc., a cardiac support group. A program for NOVA chapters to receive blood pressure tracking cards which could be distributed to patients was developed.
- February 25, 2011 - The NOVA Regional Meeting, “VA Nurses: Caring For Our Heroes By Caring For Ourselves,” was held at the Tampa Palms Golf and Country Club in Florida with over forty-five VA staff in attendance.
- February 25, 2011 - Immediately following the Tampa Regional Meeting, the 7th Annual Red Dress/Red Tie Gala was held in the Grand Ballroom. Over 175 guests attended this annual fundraiser.
- March 18, 2011 - NOVA announced a new member benefit for members of the Nurses Organization of Veterans Affairs - the opportunity to apply for Voluntary Term Life Insurance, underwritten by MetLife and available through Federal First.
- March 30, 2011 - NOVA emailed the first electronic issue of NOVA News, Volume 32, Number 1, (Winter Issue) to the membership.
- The NOVA Board had a conference call on Monday, April 4, 2011, to review the strategic plan and to ensure that NOVA business was moving forward as planned.
- April 7, 2011 - NOVA announced the 2011-2012 NOVA Foundation scholarship opportunities.
- June 7, 2011 - NOVA sent a message to NOVA chapters calling for donations to the 2011 NOVA Foundation Reception/Silent Auction which took place on Thursday, June 30, 2011, from 5:30-7:00pm during the Annual Meeting at the Venetian Hotel & Resort in Las Vegas, NV.
- June 9, 2011 - NOVA announced that the NOVA Foundation 2011 scholarship application cycle was extended to June 22, 2011.
- June 22, 2011 - NOVA announced the fundraising project for the NOVA Foundation - “The Heart and Hands” Cookbook to support VA nursing scholarships.
- July 27, 2011 - NOVA announced that the 1st Annual NOVA Foundation Golf Tournament would be held on Thursday, November 10, 2011, at Andrews Air Force Base in Maryland.
- The NOVA Board of Directors Meeting occurred in Las Vegas, NV, on Wednesday, June 29, 2011.
- June 29 - July 1, 2011 - NOVA’s Annual Meeting, “Hit The Jackpot: Empowering VA Nurses & Improving VA Care,” took place in Las Vegas, Nevada, at the Venetian Hotel & Resort. Dolores Zander, MSN, RN-BC, served as Program Chair.
- August 31, 2011 - NOVA sent an announcement for members to hold the date for the 2012 NOVA Annual Meeting at the Gaylord Texan Resort in Grapevine, Texas, on June 6-8, 2012.
- September 20, 2011 - NOVA sent an electronic copy of the American Nurse Today Newsletter to the NOVA membership. This continued p. 6
newsletter is received by NOVA as an organizational member of the ANA and is shared with NOVA members.

- September 26, 2011 - NOVA sent a message to members encouraging them to comment on the Principles for Nursing Staffing document from the American Nurses Association (ANA).
- September 29, 2011 - Suzanne Miyamoto of the Nursing Community informed NOVA that the Senate Appropriations Committee narrowly approved the Senate Labor, Health and Human Services, Education, and Related Agencies Fiscal Year (FY) 2012 Bill by a vote of 16-14.
- The 2011 Paralyzed Veterans of America’s Summit and Expo, “Delivering Excellence, Achieving State-of-the-Art Health Care,” was held in Orlando, Florida, in September. Two NOVA Board Members - Thelma Roach-Serry and Kelly Skinner - attended the program.
- September 29, 2011 - NOVA is now on Facebook and has a Facebook page: http://www.facebook.com/VAnurse.org.
- October 5, 2011 - NOVA sent a message to members with information related to the American Nurses Association’s (ANA) Position Statement, “Nursing Care and Do Not Resuscitate Decisions and Reduction of Patient Restraint and Seclusion.”
- October 28, 2011 - The NOVA Regional Meeting, “VA Nurses: Healthy From The Inside Out,” was held at the Sheraton Philadelphia University City Hotel, Philadelphia, Pennsylvania, with over 50 attendees.
- November 7, 2011 - Dianne Nelson, NOVA Foundation Chair, sent a request for members of NOVA to consider being a Board Member of the NOVA Foundation.
- The 1st Annual NOVA Foundation Golf Tournament was held on Thursday, November 10, 2011, at Andrews Air Force Base in Maryland. Thanks to multiple sponsors and participants, it was very successful.
- November 18, 2011 - The NOVA Board met via conference call to review the strategic plan, finances and preparation for the 2012 Legislative Roundtable.
- November 30, 2011 - NOVA announced the winners of the “11% by 11.11.2011” Membership Drive. The campaign resulted in the recruitment of 76 new members, bringing NOVA membership to 3,234.
- The 2011 NOVA scholarship recipients were announced in the fall issue of NOVA News. The NOVA Foundation announced one Jesse Brown Scholarship was awarded in the amount of $3,000 and eleven NOVA Foundation scholarships were awarded in the amount of $1,500 each.
2012 Legislative Agenda

The Nurses Organization of Veterans Affairs (NOVA) is the professional organization of the approximately 41,000 registered nurses employed by the Department of Veterans Affairs (VA). NOVA has identified several areas of concern. Some require legislation, some require funding, and others need to be supported and implemented by the VA.

Budget
The primary goal of VA nurses is to have adequate resources to provide high quality patient care and ensure the VA continues to be a leader in health care. In order to accomplish this goal, NOVA supports the following:

- Adequate funds to support veterans and staff members, especially those returning from the wars in Iraq and Afghanistan.
- Adequate discretionary funding for the aging infrastructure of the VA and medical/surgical tertiary care.
- Recurring funding for special initiatives such as Patient Aligned Care Teams, Clinical Nurse Leader implementation, VA Nursing Academy, data management needs and others.

VACO Organizational Realignment
Monitor VACO Organizational Realignment and its impact on the role/inclusion of nursing in strategic decision making, operational efficiency, effectiveness, research and academic efforts.

Retention and Recruitment
In order for VA to become the employer of choice for health care professionals across the nation, human resources departments, as well as funding to support VA Nursing Academy programs, must be modernized. In order to accomplish this, NOVA supports the following:

- Human Resources Departments Must Receive Adequate Training and Support. We appreciate VA’s efforts to continue to enhance and support labor/employee relations.
- Hiring Freezes. Inadequate budgets can result in hiring slow-downs and freezes which have a negative impact on recruitment and retention and quality of care.
- Programs to Help Decrease Delays in Hiring Licensed Staff. Continue to support VA’s efforts in this regard.
- Examine and follow the ramifications of the Federal Pay Freeze and proposed retirement changes on the VHA workforce, especially Nursing.
- Continued support for Office of Nursing Services Transition to Practice Program RN Residencies with funding for expanded efforts.
- Support the ongoing efforts of VHA to streamline the hiring and credentialing of Title 38 employees.

The four key messages include:

1. Nurses should practice to the full extent of their education and training;
2. Nurses should achieve higher levels of education and training through an improved education system that promotes seamless academic progression;
3. Nurses should be full partners, with physicians and other health care professionals, in redesigning health care in the United States; and
4. Effective workforce planning and policy making require better data collection and an improved information infrastructure.

The eight recommendations include:

1. Remove scope-of-practice barriers;
2. Expand opportunities for nurses to lead and diffuse collaborative improvement efforts;
3. Implement nurse residency programs;
4. Increase the proportion of nurses with a baccalaureate degree to 80 percent by 2020;
5. Double the number of nurses with a doctorate by 2020;
6. Ensure that nurses engage in lifelong learning;
7. Prepare and enable nurses to lead change to advance health; and
8. Build an infrastructure for the collection and analysis of inter-professional health care workforce data.

Information Technology
NOVA supports improvement in the support of information technology to the field in order to allow for increased patient safety, software usability and data standardization for integrated patient healthcare records across the system. NOVA supports the following:

- Development and release of a Vista patient care flow sheet to document care provided at the bedside.
- Updating the format of the computerized medical record to include easily accessible decision support functionality.
- Continue appropriate funding to support current system demand and updates for CPRS, BCMA imaging (Vista clinical applications) and patient engagement in their plan of care.
### Professional Practice

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<tr>
<th>Recommendations</th>
<th>Board Actions</th>
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<tr>
<td>1. Develop methods for shaping and influencing professional practice.</td>
<td>• Support a culture of excellence and a learning environment in all medical centers according to the philosophy of the 5 model components of magnet.</td>
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<td></td>
<td>• Monitor advance practice issues by continuing to monitor/develop recommendations on issues facing APNs.</td>
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<td>• Develop APN update available for scheduled VA APN calls.</td>
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<td>• Monitor VA transformational initiatives.</td>
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<td>• Monitor VHA realignment.</td>
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<td>• Monitor VHA implementation of Institute of Medicine recommendations.</td>
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<td>2. Evidence-based practice (EBP) will be the platform of clinical and administrative nursing practices in all VAs.</td>
<td>• Nursing programs, policies, procedures, standards of care will be based on current research, best practices.</td>
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<td>• Promote and facilitate a climate for EBP.</td>
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<td>3. Continue to monitor Central Office directives.</td>
<td>• Review for positive/negative impact. Develop position papers, as necessary or appropriate.</td>
</tr>
<tr>
<td>4. Monitor implementation of Clinical Nurse Leader role in VA.</td>
<td>• Review as needed.</td>
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<td>5. Monitor impact of information technology centralization on professional nursing practice.</td>
<td>• Develop and update position papers, as appropriate.</td>
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<td>• Support implementation and necessary FTEE to facilitate distribution of the VA Nursing Outcomes Database to the field.</td>
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<tr>
<td>6. Monitor ongoing retention and recruitment efforts in VA.</td>
<td>• Monitor legislation and provide testimony, as needed.</td>
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<td>7. Monitor and support initiatives related to a healthy work environment.</td>
<td>• Review appropriate surveys and recommend appropriate action.</td>
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### Membership

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<tr>
<th>Recommendations</th>
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<tr>
<td>1. Continue to develop strategies to increase membership, particularly in the nurse executive group.</td>
<td>• Present poster/presentation annually at ONS meetings.</td>
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<td>• Continue annual report to new nurse executives.</td>
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<td>2. Develop welcome letter for new nurse executives.</td>
<td>• Review/revise recruiting strategies.</td>
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<td>• Work with local facilities/HR groups to include information on NOVA and value of membership at orientations.</td>
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<td>• Communicate with chapter contacts through quartley membership call.</td>
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<td>• Review contact list to keep current; send new names to NOVA staff to be added to list.</td>
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<td>• Update Chapter Formation Guidelines as needed.</td>
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<td>• Conduct Membership Committee calls.</td>
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<td>• Explore putting NOVA membership DVD/video on YouTube.com.</td>
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<td>4. Develop strategies to enhance APN membership.</td>
<td>• Distribute NOVA information at local APN/nurse recruiter meetings.</td>
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<td>• Present NOVA poster at local, VISN, and national meetings.</td>
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### Legislation

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<tr>
<th>Recommendations</th>
<th>Board Actions</th>
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<tr>
<td>1. Continue to maintain a presence and voice on Capitol Hill.</td>
<td>• Continue legislative visits.</td>
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<td>• Continue regular visits to House/Senate VA Committees.</td>
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<td>• Develop nursing section of Independent Budget.</td>
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<tr>
<td>2. Continue to enhance relationships and communication with ONS.</td>
<td>• Continue discussions with ONS staff regarding legislative issues.</td>
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<tr>
<td>3. Provide research and testimony preparation on issues critical to VA nurses.</td>
<td>• Legislative Committee members to prepare testimony as needed.</td>
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# Nurses Organization of Veterans Affairs 2012 Strategic Plan

## Communications

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| **1.** Communicating the mission, objectives, goals, and activities is critical to NOVA's success and include word of mouth, NOVA News, NOVA's website, Facebook page, E-News, Annual, Regional, and chapter meetings. | • Continue annual membership survey. Refine to measure effectiveness.  
• Encourage all members to update the NOVA database with their personal email address, via distribution list & E-News.  
• Continue monthly communications with ONS. |
| **2.** Enhance attendance at NOVA Annual and Regional Meetings. | • Work to enhance Nurse Executive attendance.  
• Invite Chief Nursing Officer to participate in annual NOVA meetings.  
• Review different strategies/ formats of meeting location; evaluate effectiveness. |
| **3.** Enhance partnerships and alliance building at both local and national level, including: other nursing organizations; VA physicians and nurse anesthetists; academic institutions; unions; non-VA health facilities; VSOs. | • Continue to review and enhance Annual Legislative Roundtable and continue to lobby in all forums.  
• Review concept for legislative visits. |

## Education

<table>
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<tr>
<th>Recommendations</th>
<th>Board Actions</th>
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| **1.** Annual Meetings | • Plan location and agenda for meetings; obtain speakers; send CEU forms to speakers.  
• Provide CEUs, sign in sheets, and evaluation forms. |
| **2.** Regional Meetings | • Plan location and agenda for meetings; obtain speakers; send CEU forms to speakers.  
• Provide CEUs, sign in sheets, and evaluation forms. |

## Operations

<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Board Actions</th>
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</table>
| **1.** Board Meetings | • Develop dates for Board Meetings with Legislative Roundtable, Hill visits and conference calls.  
• Send Board Reports two weeks before meetings. |
| **2.** Finances | • Review financial information. |
| **3.** Newsletter | • Solicit articles for the newsletter by deadlines.  
• Develop newsletter and distribute. |
| **4.** Chapter Directory | • Develop Annual Membership Directory and distribute. |
| **5.** Awards | • Develop awards announcement for E-News and NOVA News.  
• Receive awards information and review. |
| **6.** Nominations | • Solicit nominations.  
• Develop final slate. |
| **7.** History | • Update History annually. |
| **8.** ByLaws | • Review as needed. |
| **9.** Posters | • Develop announcement for E-News and NOVA News.  
• Review posters against criteria.  
• Select final posters and send out confirmation. |

## NOVA Foundation

<table>
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<th>Recommendations</th>
<th>Board Actions</th>
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| **1.** Enhance and support the NOVA Foundation. | • Support the Foundation's fundraising and other activities.  
• Collaborate on joint programs, whenever possible.  
• Continue to enhance the relationship between both Boards by shared communications, particularly at Board meetings. |
# NOVA VISN & Chapter Contacts

As of April 15, 2012

Refer to VA Outlook Global Address Book for Contact Information

## NOVA VISN and Chapter Contacts

Listing of current NOVA VISN and Chapter Contacts: feel free to contact them for more information about NOVA. If your VISN or VA does not have a contact, we are looking for volunteers. Please contact Luba Litvinova at 703/444-5587 in the NOVA office to volunteer as a VISN or a Chapter Contact or if there are corrections.

<table>
<thead>
<tr>
<th>VISN</th>
<th>Chapter Contact</th>
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<tbody>
<tr>
<td>NOVA Chapters</td>
<td>Chapter Contact</td>
</tr>
<tr>
<td>152 Connecticut VA Health Care System, CT</td>
<td>Lurrann Dixon-Swinton</td>
</tr>
<tr>
<td>216 Maine VA Health Care System, ME</td>
<td>Need Contact</td>
</tr>
<tr>
<td>224 Edith Nourse Rogers VA Memorial Hospital, MA</td>
<td>Kathleen Lehmann, Nancy Reagan</td>
</tr>
<tr>
<td>226 Boston VA Health Care System, MA</td>
<td>Donna DeMartino, Kelly Skinner</td>
</tr>
<tr>
<td>232 Northampton VA Medical Center, MA</td>
<td>Robert Edgley, Shaylene Greenwood, Kathleen Rix (Emeritus)</td>
</tr>
<tr>
<td>274 Manchester VA Medical Center, NH</td>
<td>Stephanie Ainsworth, MaryAnn Church</td>
</tr>
<tr>
<td>358 Providence VA Medical Center, RI</td>
<td>Cindy Averill, Jean Taft</td>
</tr>
<tr>
<td>416 White River Junction VA Medical Center, VT</td>
<td>Patricia Crimmin-Greenan, Julia Neily</td>
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<td>NOVA Chapters</td>
<td>Chapter Contact</td>
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<tr>
<td>286 Bath VA Medical Center, NY</td>
<td>Paul Ormsby</td>
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<tr>
<td>294 Western New York VA Health Care System, NY</td>
<td>Thomas Wommack</td>
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<tr>
<td>276 New Jersey VA Health Care System, NJ</td>
<td>Nora Krick</td>
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<tr>
<td>288 James J. Peters VA Medical Center, NY</td>
<td>Priscilla Aponte, Bridget Maybury</td>
</tr>
<tr>
<td>290 New York Harbor VA Health Care System, NY</td>
<td>Yolanda Nurse (Emeritus), Need Contact</td>
</tr>
<tr>
<td>304 Northport VA Medical Center, NY</td>
<td>Linda O’Connor</td>
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<td>154 Wilmington VA Medical Center, DE</td>
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<tr>
<td>338 James E. Van Zandt VA Medical Center, PA</td>
<td>Judith Ott</td>
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<td>340 Butler VA Medical Center, PA</td>
<td>Susan Sunday</td>
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<td>342 Coatesville VA Medical Center, PA</td>
<td>Teresa Eze, Josie Iozzo</td>
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<td>344 Erie VA Medical Center, PA</td>
<td>Donna Yarnell, Heron Warren</td>
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<td>346 Lebanon VA Medical Center, PA</td>
<td>Janet Minard</td>
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<td>348 Philadelphia VA Medical Center, PA</td>
<td>Joan Gallo, Diane Sparks, Dee Zander</td>
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<td>352 Pittsburgh VA Health Care System, PA</td>
<td>Marian Ehrhart (Emeritus), Need Contact</td>
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<tr>
<td>156 Washington, D.C. VA Medical Center</td>
<td>Rodney Rector</td>
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<tr>
<td>218 VA Maryland Health Care System, MD</td>
<td>Sharon Johnson, Ilona Mallon, Miriam Rogers</td>
</tr>
<tr>
<td>440 Martinsburg VA Medical Center, WV</td>
<td>Need Contact</td>
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</tbody>
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### NOVA VISN & Chapter Contacts

#### VISN 6 Vivan Jones, Thelma Roach-Sherry, Beverly Ross

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<tr>
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<tr>
<td>308 Charles George VA Medical Center, NC</td>
<td>Margaret Anderson</td>
</tr>
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<td>310 Durham VA Medical Center, NC</td>
<td>Need Contact</td>
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<tr>
<td>312 Fayetteville VA Medical Center, NC</td>
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<tr>
<td>314 W.G. (Bill) Hefner VA Medical Center, NC</td>
<td>Lisa Kelly</td>
</tr>
<tr>
<td>418 Hampton VA Medical Center, VA</td>
<td>Cheri Coe, Carolyn Latta, Robin Ruffin-Hooker</td>
</tr>
<tr>
<td>420 Hunter Holmes McGuire VA Medical Center, VA</td>
<td>Vivan Jones, Thelma Roach-Serry, Beverly Ross</td>
</tr>
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<td>422 Salem VA Medical Center, VA</td>
<td>Need Contact</td>
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#### VISN 7 Karen Scott

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#### VISN 8 Joel Ottoson

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## NOVA VISN & Chapter Contacts

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## NOVA Members by Chapter as of April 15, 2012

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1201 North Muldoon Road
Anchorage, AK 99504
907/257-4700
Margaret Balster
Bobbie Hjelmgren

### 104 CENTRAL ALABAMA VA HEALTH CARE SYSTEM
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Montgomery, AL 36109
334/272-4670
Katheryn L. Williams

### 102 BIRMINGHAM VA Medical Center
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Birmingham, AL 35233
205/933-8101
Bobby Armstrong
Edith Armstrong
Beverly Bell
Chere R. Bibbs
Shirley Bonner

### 110 PHOENIX VA HEALTH CARE SYSTEM
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Phoenix, AZ 85012
602/277-5551
Rachel Aichler
Sheryl Allred
Michaela Arnaudova
Jeanie Arnold
Pamela Askren
Carol Austin
Lyndon Rey Avelino
Michelle Bagford
Maria Andrea Bartling
Tallulah Gail Bauman
Colean Beard
Deborah Beck
Randall Belieu
Janice Bernzott
Maureen Bertram
Dana Biehler
Ginette Joseph Bien-Aime
Jennifer Binder
Randy Blackmer
Stephanie Bonfilio
Nina Bowen
Sandia Brandt
James Brezinski
Romanie Brooks Dillon
Judith Brooks
Rosario Bugayong
Bonnie Buining
Barbara Burton
India Caldwell-Cox
Matilde Cango
Kathryn Carrillo
Karen Celestine
Sarah Cheriyann
Karen E. Cizek
Nancy Claffin
Jennifer Combs
Connie Marie Conlin
Dawn Corbett
James Cosgrove
Denna Marie Crum
Shari Davis
Tera De Los Reyes
Alio Deeyor
Cindy DeWaters
Feliza Dishon
Margaret Domres
Dedrea Dunham
Katherine Eddy
Dana Epstein
Sheritha Evans
Gloria Fout
Jess Fowler
Jill Rene Friend
Nancy M. Friend
Gabriel Fusco
Kathleen Gale
Karen Garbacz
Cathy Gibson
Paula Gionet
Anne Glynn-Baldwin
David Gregg Gordon
Lydia Green
Marva Greene
Mary Gustafson
Joanne Harrington
Kimberly Hartnett
Frances Farrell Hernandez
Leann Hickman
Raine Himmelreich
Stacey Hodges
Lucy V. Holt
Lynette Leah Hopper
Christine Horner
Alrick Hylton
Donald H. Insco
Kaniz Islam
Leora Jacober
Lynne H. Janson
Wendy Javier
Gwendolyn L. Johnson
Roselyn Jones
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Judy Jungbluth
Kimberly Kabbech
Daniel W. Klein
Elisabeth Konti
Debra Kurth
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Billie Jean Lane
Jeanne Lincoln
Maria Lopez
Viridiana Lopez
Cindy Mand
Susan Martin
Melanie Martyn
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Mary Messer-Sundberg
Randall Mitchell
Manolo Moneda
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Becky Munoz
Rhia Nkulu
Angelas Otradovec
Guadalupe Overstreet
Sharon Rhea Overton
Melissa Pacheco
Genalin Pagulayan
Lana Peoples
Lynda Peralta
Kim Perch
Mary Peters
Justin Wade Pierce
Tiffany Potter
Rosalinda Reid
Monique Rivers
Valentín Rivish
Cheryl Roberts
Luz Rodriguez
Caroline Rosemond
Devette Ross
Sandra L. Rowe
Shirley Rue
Jerry Ryan
Jean Sandman
Gloria Santiago
Maria Cleofe Santos
Rachael Schmitz
Kate Schoenwald-Oberbeck
Cynthia L. Scott
Ann Sena
Gail Smith
Judy R. Spinner
Lisa Standage
Mariatja Stites
Minu Thomas
Cheryl Thompson-Maxson
Martha Tinoco-Ortiz
Jacquelyn Toliver
Dana Tramba
Christina Truemper
Sharon Trutenko
Maria Ule
Susan Van Wie
Jorge Vargas
Gina Vesco
Magella Vito
Karen White
Roger Wilcox
Rochelle Williams
Leslie Wilson
Laura Winter
Geneva Woodards

### 112 NORTHERN ARIZONA VA HEALTH CARE SYSTEM
500 North Highway 89
Prescott, AZ 86313
928/445-4860
Marianne T. Locke
Debra McAninch
Harrell Turner
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Lorena Giron  
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Connie Hilbert  
Viane Hill  
Jerry Houston  
Jerri M. Hunter  
Barbara Jean Jackson  
Lorraine W. Jackson  
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Bobbie S. Johnson  
Martha A. Jurgensen  
Judy E. King  
Susan Lariscy  
Lauren V. Lavender  
Aneta Lee  
Marcia Leverette  
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Betty Merriweather  
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Beverly A. Scarlett  
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Faye Smith  
Jerry W. Spadley  
Sheri T. Steed  
Gloria Stone  
Sylvester Taylor  
Jacqueline W. Thompkins  
Andrea Thompson  
Andrea Williams-Mays  
Tanya Young

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Margarita Bell  
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Ruth H. Bohrer  
Janice A. Boone  
Lisa Y. Bradshaw-Small  
Barbara Brooks  
Phyllis Campbell  
Sabrina Clivens  
Thomas Cook  
Bernadine Janet Cooper  
Alvernell B. Cotton  
Robin Marie Cox  
Fannie Crowder  
Emma Davis  
Ella Flournoy  
Verna Funderburk  
Tesla J. Graham  
Connie E. Hampton  
Chanda D. Harrison  
Candice Hart  
Helen P. Helton  
Ylba Hooker  
Dorothy House  
Hazel A. Jackson  
Gwendolyn Joseph  
Cassandra Leake  
Donna R. Lewis  
Maeye Lynch  
Carolyn M. Manuel  
Brenda L. Melton  
Delise Miller  
Dianna M. Monroe  
Janie Nash  
Blessing Nwafor  
Lucy M. Parlor  
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188 NORTHERN INDIANA VA HEALTH CARE SYSTEM  
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190 RICHARD L. ROUDEBUSH VA MEDICAL CENTER  
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Cathy Steele
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206 LEXINGTON VA MEDICAL CENTER
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Stephanie Miller

208 LOUISVILLE VA MEDICAL CENTER
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Ruth Lewellen
Karen McElhaney
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210 ALEXANDRIA VA MEDICAL CENTER
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Alexandria, VA 22313
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Sandra Kimble
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Portia K. McDaniel
Jimmy W. Melder
Georgiana Robinson
Lou Verna Taylor
Lisa Tramel

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Cathleen G. Baudy
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Crystal Hardy
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Lourdes B. Lackar
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Yolanda Neyland-Jones
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Troy Polite
Shawanda Poree
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Kathryn A. Roby
Christine Soulet
Nicy Tennessee
Laurie Tippitt
Carrie Wilkerson
Brinda Williams-Morgan

214 OVERTON BROOKS VA MEDICAL CENTER
510 East Stoner Avenue
Shreveport, LA 71101
318/221-8411
Blanche Akana
Deborah Allred
Stacey Bedsole
Rosalyn Bowman
Burnace Byers
Roy Campbell
Patti Carstensen
Deborah Dismuke
Nancy Duggan
Chad Dupre
Susan Edwards

Ronda Faciane
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Patricia Matthews
Michelle Moore
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Susan Rayburn
Gail Reed
Wendall Wilson
Carolyn Wimberly

216 MAINE VA HEALTH CARE SYSTEM
One VA Center
Augusta, ME 04330
207/623-8411
Susan Hyde
Karen Tibbetts

218 VA MARYLAND HEALTH CARE SYSTEM
10 North Greene Street
Baltimore, MD 21201
410/605-7000
Anne Heintzelman
Rick Henderson
Rosa Hendricks
Susan Henry
Audrey Hogan
Cheryl L. Holz
Steven Blake James
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Barbara Keil
Iris Laubach
Karim N. Liles
Alaura Lillie
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Rose Mary Malm
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Joyce Morstorf
Marva Ollenberger
Debra O’Quinn
Sharon Ousley
Kathleen Overmyer

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<td>Nichole White</td>
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<td>Kimberly Wightman</td>
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226 BOSTON VA HEALTH CARE SYSTEM

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<th>Name</th>
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<tbody>
<tr>
<td>MaryJane Callahan</td>
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<td>226 EDITH NOURSE ROGERS MEMORIAL VETERANS HOSPITAL</td>
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<tr>
<td>200 Springs Road</td>
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<tr>
<td>Bedford, MA 01730</td>
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<td>Kenneth Ahern</td>
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252 G.V. (SONNY)  
MONTGOMERY VA MEDICAL CENTER  
1500 East Woodrow Wilson Drive  
Jackson, MS 39216  
601/362-4471  
Gwendolyn Adams-Mcalpine  
Alicia Brown  
Thomas G. Forler  
Laura Heller  
Kathleen Oglesby  
Cheryl G. Robinson  
Tracie Rushing  
Sarah Irene Shirley  
Sheelah Teeters  

254 HARRY S. TRUMAN MEMORIAL VETERANS HOSPITAL  
800 Hospital Drive  
Columbia, MO 65201  
573/814-6000  
Geneva J. Kilgore  

256 KANSAS CITY VA MEDICAL CENTER  
4801 Linwood Boulevard  
Kansas City, MO 64128  
816/861-4700  
Deanna Cross  

260 ST. LOUIS VA MEDICAL CENTER  
One Jefferson Barracks Drive  
St. Louis, MO 63125  
314/652-4100  
Idriss Ayelara  
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Roxanne Carson  
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Anna Gomez  
Barbara Green  
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Phyllis Hardin  
Stephanie Hoog  
Pamela Jackson  
DJ Jackson-Durity  
Bill Kenner  
Robert Kovacich  
Joseph Loehmer  
Kevin Lovette  
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