

## **SNAPSHOTS**

### **March 2010, VA NY Harbor Healthcare System, Public Affairs Office, Vol. 2, No. 3.**

**In this Issue:** VISN 3 Black History Month Event; My HealtheVet; What is Vesting?; An iCom Hanging From a Lanyard; VA NYHHCS Research Day; Brooklyn VA Receives Green Globe Award; Good Day VA Back after Hiatus; Dorcas Conde, Beauty and CPRS; March EOMs; Professional Notes; March 10th is Registered Dietitian's Day; NAMI and MICU Ribbon Cutting.

#### **VISN 3 Celebrates Black History Month.**

Coordinated by Francine Fraser, VISN 3, EEO Director and the Executive Planning Team, the VISN-wide event was moving and informative. Speakers looked back to remarkable achievements by African Americans and emphasized the importance of working hard to find solutions to every challenge. Attention was called to well known heroes like Rosa Parks, Sojourner Truth and Emmett Till, a 14-year old who was lynched in Mississippi in 1955, as a reminder of the importance of personal and group responsibility in ensuring respect and diversity in the work place and throughout our communities.

#### **My HealtheVet User Encourages Other Vets to Get Authenticated to Order Rx Online.**

Steve Nefleberg, a Vietnam-era Veteran, VA Volunteer and VAVS representative for the Veterans of Foreign Wars (BK campus) has had diabetes for many years. He was first diagnosed with the disease during the 29 years he worked for the US Postal Service. Being compliant about taking medication on schedule used to be a chore, but today with My HealtheVet (MHV), the process of reordering prescriptions could be called fun, he said, and it's certainly easier than keeping a list of prescription details for insulin and other medications.

With My HealtheVet, I just log in with my user name and password. I click on nose spray, for example, if that's what my doctor ordered. There are never mistakes or omissions, said Nefleberg who reorders his prescriptions about once a month. You've got to remember to go to the computer when you are down to about ten pills, he said.

Nefleberg takes advantage of other features of My HealtheVet using the site for record keeping of blood sugar levels and using it as a source to keep current on Veterans benefits and also encourages other Veterans to use this VA service on the Internet. Nefleberg understands the MHV system and finds it so useful, that he is working with

Russell Dolecal, POC (BK), Administrative Fellow Dan Amorino, and others on the VA Team to encourage Veterans to become authenticated and make use of the system.

**New York:** Chief Librarian (NY) Lori Winterfeldt, said she will soon be offering a class for Veterans who have never used a computer before or have little computer experience with the goal of encouraging Veterans to register for MHV. Veterans can request to be put on a waiting list for this program by calling the Library at (212) 686-7500 x Ext. 7682.

Also, Veterans may use the MHV kiosk in the library itself, or they can access MHV by using our patient computer lab. "It is very important for Veterans to understand that even if they register online, they still must come in and in person authenticate," said Winterfeldt.

**Brooklyn:** walk-ins are welcome and should come to Room 5-217 or Room 1-225 on the first floor of the old building. On-going sign-up sessions will be scheduled in the 7th Floor Computer Lab. To sign up call Rhonda Talamo at (718) 836-6600 x6788. Veterans who register will receive a voucher for a free cup of coffee for use in the canteen service.

### **What is Vesting and Why Does It Matter?**

Patients are categorized according to medical conditions: In 1997, Veterans Equitable Resource Allocation (VERA) was implemented to allocate resources for patients in our health care networks. Patients are placed into over 50 classes based upon their medical conditions and utilization of VA care. These patient classes are then aggregated into 10 Price Groups that have a dollar amount associated with them. Patients who receive routine care and have simple medical conditions are considered Basic and those with more serious conditions are considered Complex. The first six price groups fall under basic and the last four under complex.

**Vested Patients:** Veterans who use VA for their primary and acute health care needs are considered to be Basic Vested. A patient is Vested when a minimum level of care has been provided through, usually, a comprehensive primary care exam at least once during a rolling three year period. A patient is also considered vested if there is an inpatient stay during the three year period. The term Vested was chosen because the patient has a vested interest in using VA as his health care provider, and VA has a vested interest in treating him.

**Why is Vesting important?** There are two reasons, and they are interrelated. One is medical and the other is monetary. A primary goal of VA is to provide comprehensive care to all the Veterans we serve. One way to meet that goal is to have a better understanding of each patient's condition. It gives VA providers the information needed to ensure the right care is provided at the right time, either through a primary care provider or through consults to appropriate specialists. Another goal is to have enough resources to support the provision of that care. When a Veteran is not vested, he is placed into Price Group 1, and we receive an allocation of approximately \$300 a year, even if the cost of caring for that Veteran exceeds that amount. In some cases, where there is continued outpatient care without the Vesting exam, the cost can be considerable. Vesting a Veteran who qualifies for even the next step up (Price Group 2) will give us an allocation of approximately \$2800. This is quite a difference. If we have relatively high numbers of non-Vested Veterans, our funding will go down, and we will have fewer resources to care for all our patients.

**What is the VA doing to increase the number of Vested patients?** Several strategies have been employed.

Non-Vested Veterans who present to our primary care walk-in clinics are directed to a Vesting provider, who ensure a complete Vesting exam is performed. These patients are encouraged to enroll in Primary Care so they will have dedicated providers to care for them on a continuous basis.

Non-Vested patients with future appointments are identified, and the providers are alerted to perform a Vesting exam during that visit. Training is provided regarding the requirements, including what needs to be included in the exam, complete and accurate documentation and appropriate coding of the visit. Providers are reminded that it is poor medical practice, and against VA guidelines, to prescribe medications to patients who have not had a medical exam within the past year. Such patients are identified, contacted and encouraged to come in for a Vesting exam, and the providers are re-educated on a regular basis.

Veterans who use VA services solely for dental or audiology care are given information on the importance of knowledge of their overall conditions as a starting point in receiving these specialized services. They are encouraged to either visit the walk-in clinics or make an appointment with a Primary Care provider in order to be Vested.

Finally, regular updates on our progress are presented to Senior Management and the Clinical Service Chiefs, so they can take actions to increase the number of Vested Veterans at New York Harbor.

Contributed by Christine Crockett, leader the 18 member VERA team committed to increasing the numbers of vested Veterans.

### **Literature & Medicine: Humanities at the Heart of Health Care®**

NY Harbor is one of 15 VA facilities benefitting from a National Endowment for the Humanities grant coordinated by the New York Council for the Humanities. Literature & Medicine is a national award-winning, hospital-based, scholar-led humanities reading and discussion program for health professionals. Dr. Andrew Adler, Designated Learning Officer, and Chief Librarian Lori Winterfeldt (NY) coordinated the effort to offer this six session series which encourages connection to science and lived experience, and reflections on roles and relationships through literature, resulting in an understanding of work and relationships with patients and each other. Simultaneous sessions on all three campuses were possible through V-Tel. The first after-work session began February 17th over dinner provided through the grant-funded program. Chris McMillan, a seasoned English professor at SUNY Maritime College, successfully involved 25 participants including clinical staff, physicians, social workers and administrators. Ernest Hemingway's Indian Camp, a story about a young boy who accompanies his doctor father to attend a difficult birth and witnesses a suicide, provoked lively discussion.

### **An iCom Hanging From a Lanyard Around His Neck Brings Sounds Clearly to Veteran's Ears**

A techie at 84, WWII Veteran Theodore Zang welcomes VA services make him cool with a Bluetooth device (i-com) that signals telephone and TV sound waves to a receiver which is connected to his i-com. The sound then gets transmitted via a neck loop to his behind-the-ear hearing aids. It's very hard to believe that Zang, who is lively and fit, is in his 80's. It's even harder to believe that he has a significant hearing loss as he engages in a lively conversation with Audiologist Dr. Jacqueline Watson. In fact, hearing loss has bedeviled Zang for decades. He first recognized a hearing problem, after I fired a rifle in basic training. My ears started ringing and they haven't stopped. Dr. Watson agreed with Zang, that tinnitus, the clinical name for the ear-ringing condition, is a disability that can interfere with activities of daily living. There is no cure for this #1 rated disability leaving clinicians with options for managing rather than curing the problem. Zang served in the 3rd Army, 11th Armored Division, Troop A, 41 Cavalry Reconnaissance Squadron in Germany and Austria. When he arrived in Europe at the

age of 19, Zang first rode in a machine gun Jeep and later in a mortar Jeep. Already sensitive noise, Zang's hearing worsened during the war with exposure to machine gun fire. He said that in those days soldiers did not have protection for their hearing. Zang returned to the US, enrolled at Brown University under the GI Bill and earned a BS with a major in physics. After a year of additional study at Columbia University, Zang worked for Sylvania and eventually opened his own business specializing in operational systems problems. From there he went on to researching solutions to business operations at Merck, the pharmaceutical giant. Retired for many years, Zang attends courses at Hunter College and spends hours at his computer and enjoying time with his family since thanks to VA, his digital hearing aids, assistive listening device and visual cues maximize his ability to make out the words spoken to him. As a result Zang is confident that his hearing ability is better and fully enjoys conversation. He said he is particularly grateful to the VA for identifying his need for two hearing aids and he also encourages Veterans with hearing loss to use television devices, amplified telephones and other assistive listening devices. Dr. Watson said that most Veterans with hearing loss receive new, finely tuned hearing aids every four to six years. The latest models of hearing aids are programmed through computer software. As Zang has seen, the hearing aids are fairly easy to manipulate and use.

## **Research Day**

This year VA NYHHCS Research Day will be held on March 31 at the Brooklyn campus under the national theme VA Research: 85 Years of Discovery, Innovation, and Advancements. The ACOS for R & D, VA NYHHCS, Dr. Mohamed Boutjdir said that a key purpose of the annual VA Research Day is to inform Veterans and their families about ongoing research conducted by clinicians and researchers primarily from the VA and also from the affiliate Medical Schools and to reinforce their understanding of the VA's commitment to advancing discovery in medicine and applying these advances to benefit patients.

A second goal is to create an environment where colleagues from within the same campus and from the other Harbor campuses and affiliates can meet, exchange ideas and potentially form professional partnerships. Dr. Boutjdir said Research Day will include a wide-ranging program. This year for example, the research day will open with a welcoming session hosted by the Acting Medical Center Director Martina Parauda, Chief of Staff Dr Michael Simberkoff and ACOS/R&D, Dr. Mohamed Boutjdir.

The program will then focus on oral and poster presentations related to research in cancer, mental health, pulmonary medicine, gastroenterology, surgical oncology, optometry, renal diseases, blood pressure control and cardiology. Dr. Boutjdir said that

the keynote speaker this year will be Dr. Jeffery S. Borer, Professor and Chairman, Department of Medicine and Chief, Division of Cardiovascular Medicine, and Director, Institute for Cardiovascular Translational Research and The Howard Gilman Institute for Heart Valve Disease at SUNY Downstate Medical Center, a VA NYHHCS affiliate. Dr. Borer will speak on Therapy for Aortic Regurgitation: Hypothesis Generation and the Process of Research. Research Day will be held in the second floor Assembly Room 2-415 from 8:30AM-4PM.

### **Brooklyn VA Receives Green Globe Award for Sustainability**

VA NYHHCS (Brooklyn campus) has received a Green Globe Certification Award, along with 20 other VA facilities nationwide, for efforts to make the facility more energy efficient. Brooklyn was awarded three out of four Green Globes by Green Globe International, Inc. Only about a hundred buildings nationwide, public and private, have achieved this designation.

The most significant among numerous projects at the Brooklyn campus include maximizing the purchase of environmentally friendly products, increasing recycling across the facility, and improving waste reduction, especially medical waste. Recycling in the clinical labs has allowed for the reuse of hazardous waste solvents that would otherwise be discarded. In addition, Brooklyn has worked hard at replacing existing lighting fixtures throughout the facility with more efficient fluorescent bulbs, and installed automatic shut-offs for lights and machines when not in use.

A lot of resources have been invested in this initiative, said VA NYHHCS Green Environmental Management Systems (GEMS) Coordinator Jim McCarthy. But there is a payback over time because you end up saving energy and water. As a federal agency, VA is required to have 15 percent of its buildings integrate sustainable practices by 2015. Brooklyn campus was one of a small number of facilities across the country to be identified for a Green Globe evaluation, and, the Medical Center passed with high marks. Each facility under evaluation received rating points for various environmental assessment areas. These included energy efficiency, lighting and noise levels, maintaining a bike lane, and the use of ozone-friendly refrigerants. When asked why Brooklyn was able to achieve such high marks, McCarthy replied that, the VA has pushed a lot farther than many private companies in energy and water conservation. In addition, the Brooklyn campus was already implementing green initiatives for a number of years before the 2007 Executive Order to make federal buildings more sustainable.

The GEMS program was started in Brooklyn in 2005, with an Energy Manager added in 2007. The Green Globes project team was led by Jim Mallen, Chief of Engineering; Tony Fontanetta, Assistant Chief of Engineering; Pat MacDonald, Energy Manager; Joe Fahey, Engineering O&M Chief; and Jim McCarthy, GEMS Coordinator.

## **Recycle**

**Paper** – Recycle ALL white and colored paper, newspapers, magazines, envelopes (even with plastic windows), and junk mail in the tall, metal shredding bins around the hospitals. These are not only for confidential material.

**Bottles and Cans** – In the BK cafeteria there are tan containers to recycle bottles and cans. The GEMS program is working on bringing them to NY and SA, too.

**Cardboard** – EMS collects cardboard from offices during normal trash pick-up. Hundreds of tons of cardboard are recycled each year.

**Batteries** – To recycle alkaline and electronic batteries for items like cell phones and laptops, call your GEMS coordinator for pick-up. About four tons of batteries are recycled each year.

**Toner cartridges** – Bring toner cartridges to IRM to exchange for new ones. The old ones will be recycled.

**Old electronics** – Old TVs, printers and laptops are given to an organization that refurbishes and donates them to schools and other community centers. Call the GEMS Coordinator for pick-up.

**Questions?** Contact VA NYHHCS GEMS Coordinator Jim McCarthy, x4560 (BK) x7394(NY) or email at James.McCarthy2@VA.gov.

## **Good Day VA is Back– With a Few New Features.**

On a typical day, the basement of Saint Albans CLC is filled with noise and laughter, bustling with staff from different services. Down a corridor, a TV show is filmed each week, and then broadcast throughout the facility on Channel 3 for patients to enjoy. The show itself is not new, but is back after a year and a half hiatus.

Called Good Day VA, the program starts with a 15-minute segment where Melanie Wagner, MPA, Staff Asst. to the Chief Nurse Executive & AD/PS, and Bill Kosel, RN, MSN, Nursing Site Director, make general announcements about events, birthdays and other relevant information. Then, DJ Bigfoot, AKA Ernie Monteleone, Facility Manager, airs an hour of music – mostly light jazz, and tunes from the '40s and '50s, while providing a running commentary, making jokes, and asking trivia questions. Monteleone enjoys interacting with residents through the show. They know me, they see my face on

TV and recognize me in the hallway, he said. Kosel has been involved since the beginning, and has enjoyed bringing the show, what he calls a mix of info and entertainment, to the residents. Good Day VA provides segments on hand washing and flu shots, and interviews with staff residents see but may not know I think it extends the family of the VA and makes us closer, said Kosel. Some new features include a talent show, and a Roving Reporter series that will interview people on the units. We become their family and it is important that they hear from us regularly, said Wagner, who finds being part of the show rewarding and has also been involved since its inception.

The TV show is currently accepting CD donations, such as light jazz artists, and music from the '40s and '50s, and continuous play tapes. For more information, contact Monteleone at 52- 8550 or at [Ernie.Monteleone@va.gov](mailto:Ernie.Monteleone@va.gov).

### **Dorcas Conde, Beauty and CPRS**

Fifteen years ago Dorcas Conde began a Medical Transcription Internship at VA NYHHCS (NY) and three weeks later was offered a job. Although she is blind from birth from congenital glaucoma, she had no family members with the disease and was raised to believe that there were no obstacles she could not overcome with optimism and hard work. As it turned out, Ms. Conde, the mother of a son who is now 25 and a computer technician, recognized her strong aptitude for computer technology. Motivated to be a role model to her son, rather than an example of limitations caused by disability, Ms. Conde found that combining technical skills with an interest in medicine allowed her to enter a satisfying niche in the world of electronic medical records that is key to VA services. Reports on the patients exam and history recorded by physicians on NY and Brooklyn campuses (apart from the OR and GYN) are transcribed by Ms. Conde and her co-worker Carol Roy directly into Vista for availability in CPRS. This process is complicated by the need to transcribe accurately despite background music, yawns, coughs and mumbling that find a way into the recordings. Ms. Conde said that over time, technology has advanced and she has taken it upon herself to become proficient in the latest software and technologies designed for people with visual impairments. Ms. Conde takes several hours to come to work and return home using public transportation. Key to accomplishing her busy daily schedule is Beauty, Ms. Conde's 12-year-old service dog. The Labrador Retriever is always at Ms. Conde's side. By coincidence, both Ms. Conde and her dog suffer from allergies. Beauty is allergic to the office carpeting. The dog receives once-a week allergy shots from Mary Belmont, RN, Ed.D. A Veteran and member of the OEF/OIF Transition Team, Belmont has her own

service dogs and has trained others. Ms. Conde is allergic to Beauty's fur and goes to her own physician for allergy shots on alternate weeks.

### **February Employees of the Month**

William Giordano, RN, proficiently delivers and manages the highest quality nursing care to patients with complex mental and substance abuse issues. He is adept at de-escalating agitated patients and is considered a vital member of the Code 2000 Team. Giordano participates in improving overall quality of care by addressing customer service, reducing falls, and improving flow of patients through 17-S through the Mental Health Fix Initiative. Generous in sharing his knowledge and skills with his colleagues on 17-S, Giordano is a role model to staff and mentors and orients new staff to the unit. (NY)

Anastasia Gayle, MCCF, demonstrates leadership qualities among staff, and assisting Veterans and families with their problems. Gayle is committed to achieving annual VA NYHHCS reimbursement goals and leading a team of nine employees for follow-ups of current and outstanding claims; she and her staff have increased monetary gains by ten million dollars. The MCCF department also achieved 95% accuracy on its compliance monitors through the conscientious efforts of Gayle and her staff. (BK)

Eva Simms, Patient Services, has worked at St. Albans for more than 15 years. Energetic and cheerful, Veterans miss her on her days off. Simms takes Veterans outside for fresh air in the summer and to the Canteen for lunch in winter. She helps Veterans with their laundry when families cannot come to assist and she has a way of convincing even the most difficult patients to comply during their rehab sessions. Simms brings great compassion to the job. Recently, for example, while working with a Palliative Care patient whose condition was deteriorating, Simms would sit beside him, hold his hand and offer to buy him a Coke, his favorite drink. (SA)

### **Professional Notes**

**Hernide Percy**, RN, 10 North (Med-Surg) graduated in September 2009 from SUNY Downstate as a Family Nurse Practitioner and also obtained a Who's Who Among Students in America Award. (NY)

**John Tatarakis**, MS, MPH, APRN, BC, Local Recovery Coordinator (NY), received a "Seeds of Hope" Award at the National Alliance on Mental Illness (NAMI), New York Metro's 30th Anniversary Gala Awards Celebration. The organization is dedicated to

serving New Yorkers and their families confronting the challenges of mental illness.  
(NY)

Neurosurgeon **Dr. Uzma Samadani** has received a VA merit award entitled Vagus Nerve Stimulation to Augment Recovery from Traumatic Brain Injury. The grant begins April 2010. (NY)

**Dr. Jeffrey Weiss** was the guest editor of the November 2009 issue of Urological Clinics of North America (UCNA). The journal was entirely devoted to the subject of benign enlargement of the prostate known as BPH and contained a series of articles by the leaders of contemporary thought on all aspects of this condition. (BK)

### **NAMI Family to Family Education Program**

VA NYHHCS (NY) is pleased to partner with the National Alliance on Mental Illness of New York City to provide a Family to Family Education Program beginning Monday, March 1. This education program is a free 12 week course for family or other significant caregivers of individuals with mental illness. This course will be taught by NAMI trained family member volunteers and will provide information about mental illnesses, treatment, medications and recovery. The course will also provide skills in problem solving, self-care, communication and advocacy. The NYHHCS has been selected as a national site for this initiative by the Veterans Health Administration and the National Alliance for the Mentally Ill. The New York Harbor VAMC has been recognized for being one of the first VAs to sponsor Family to Family Education Programs.

Please refer interested family members or caregivers to NAMI Family to Family contact: Alejandra Vega-Rosas at 917-698-1763. Classes begin Monday, March 1 from 6:30-9:00PM in the 2 North Conference Room, but accommodations can be made for those who sign up during the first few weeks of March.

### **March is National Nutrition Month and March 10th is Registered Dietitian's Day Thank You to the NY Harbor Team!**

Patient Services: Dora Burke, MS, RD; Samantha Chyung, RD; Costa Fotopoulos, RD; Katrina Hartog, MPH, RD; Joseph Mutz, MS, RD; Gail Schechter, MBA, RD; Marilyn Zonenshein, RD; Verzhine Daglyan, RD; Cynthia Floyd, MS, RD; Kimberly Greenburg-Gruber, MS, RD; Kate Halpert, MS, RD; Angel Planells, MS, RD; Bedelia Rodriguez, MPH, RD; Valerie Thomas, MS, RD; Cindy McGovern, MS, RD; Corliss Sampson, MA, RD; and Anasa Smith, RD. Nutrition and Food Service: Linda LaSpina, MA, RD;

Antheia Busby; Nellie Pagaduan, RD; Mimi Wang, RD; and Cecile Agustin, RD.  
Commissary: Gloria Grace, RD; Thomas Mccann, RD; Alice Armonath, RD; and Zaida Ayala, RD. Education Department: Enid Bloom, MS, RD.

**American Dietetic Association Suggests Consulting a Registered Dietitian If:**

- 1) You have diabetes, cardiovascular problems or high blood pressure.
- 2) You are thinking of having or have had gastric bypass surgery.
- 3) You have digestive problems.
- 4) You're pregnant or trying to get pregnant.
- 5) You need guidance and confidence for breastfeeding your baby.
- 6) Your teenager has issues with food and eating healthy meals.
- 7) You need to gain or lose weight.
- 8) You're caring for an aging parent.
- 9) You want to eat smarter.
- 10) You want to improve your performance in sports.

To locate a registered dietitian in your area, visit the American Dietetic Association at [www.eatright.org](http://www.eatright.org).

**Harbor Interior Designer and Staff Cut Ribbon for Medical Intensive Care Unit**

The MICU) staff many of whom participated in a ribbon-cutting event, are very enthusiastic about major enhancements to the 11 West MICU. Improvements include a new nursing station that is now accessible to patients and visitors who use wheelchairs, and the entire area has been freshly painted, newly floored and equipped with new monitors that increase the ability of staff to monitor patients. PCTC Barbara Brady-Guzzo, RN, said, We are very grateful to Interior Designer Hebishy Hisham who designed these improvements and to senior leadership for their support.

**The Homelessness Outreach Campaign Held in March Focuses on Women in Need.**

**The following is the calendar for April 2010.**

April is Alcohol Awareness Month. April is Cancer Control Month.  
April is Counseling Awareness. April is National Donate Life Month.  
April is National Occupational Therapy Month. April is National Parkinson's Awareness  
April is National Sexual Assault Awareness and Prevention Month.  
April is National April is Sexually Transmitted Diseases Education & Awareness Month.  
April is Stress Awareness Month.

The 23rd National Disabled Veterans Winter Sports Clinic is scheduled from March 20 to April 3.

National Healthcare Access Personnel Week is scheduled from March 29 to April 4.

April Fool's Day is celebrated on April 1.

Medication Safety Week is celebrated from April 1 to April 7.

Testicular Cancer Awareness Week is scheduled from April 1 to April 7.

April 3 is the Marshall Plan Anniversary (1948).

April 3 to April 5 is Alcohol-Free Weekend.

April 5 is Palm Sunday

April 6 marks the day the US Entered WWI (1917)

National Public Health Week is held from April 6 through April 12.

April 7 is World Health Day

April 8 is National Radiology Nurses Day

April 8 at Sundown marks the beginning of Passover.

April 9 is National Former POW Recognition Day

April 9 is National Alcohol Screening Day

Good Friday is celebrated on April 10.

April 10 marks the Bataan Death March (1942)

Easter Sunday is celebrated on April 12.

Orthodox Palm Sunday is celebrated on April 12.

Patient Advocacy Week is scheduled from April 12 through April 18

12-18 Health Information Privacy and Security Week is held April 12 through April 18.

April 12 through 18 is National Heimlich Maneuver Week

April 14 marks the day Paralyzed Veterans of America was Established (1946)

Income Taxes are due on April 15.

Orthodox Easter Sunday is celebrated on April 19

April 19 marks the date of the Oklahoma City Bombing (1995)

19-25 National Electroneurodiagnostic Week

19-25 Medical Laboratory Professionals Week

National Volunteer Week is celebrated from April 19 through April 25.

Yom Hashoah (Holocaust Day) is April 21.

Earth Day is April 22.

Administrative Professionals Day is April 22.

Take Our Daughters and Sons to Work Day is held on April 23.

April 30 marks the Fall of Saigon (1975)

### **Submissions to SNAPSHOTS**

Let us know about a degree or certification earned, a grant received or a new program launched! Please include first and last names and credentials of anyone mentioned, with a contact phone number. E-mail [claudie.benjamin@va.gov](mailto:claudie.benjamin@va.gov), or call 212-686-7500

Ext. 4619 with good news to include in SNAPSHOTS.

**Public Affairs Office**

Raymond P. Aalbue is Public Affairs Officer.

Claudie Benjamin is Public Affairs Specialist.

Jessica Glazer is Public Affairs Program Assistant.

**Tune in to 89.1FM to listen to VA Advantage Healthcare Radio at 8:30AM.**

**If you've missed a Sunday morning show, you can hear it any day, any time after 9:15AM when the shows are posted online at <http://www.nynj.va.gov/broadcasts.asp>.**