

Changing Environment Changing Perspectives

In its continued commitment to providing quality outpatient care, American Lake has taken on a major remodel of the mental health outpatient facilities by moving them to Building 61. The attention to detail is clearly being reflected in the warm and inviting physical environment. The third floor of Building 61 is now complete and in use. Patients & staff have been very complimentary on the warm and inviting look conveyed by the remodel. The 1st and 2nd floors and a supporting new parking lot will be completed shortly after the first of the year. This remodeled building will support state of the art outpatient mental health care to include group and individual treatment rooms.

Strategic Plan—So What?

The strategic plan for our VISN includes goals for enhanced quality, access, efficiency and patient/employee satisfaction. How does this turn into action at the local level? Let's take one example: construction projects at VA Puget Sound. There are a variety of projects either already in progress or just getting underway at both campuses that will support these strategic goals:



Sandy J. Nielsen

Quality: We are cost sharing with the VISN this year to replace older less effective angiography equipment at Seattle with state-of-the-art equipment that will provide better diagnostic and treatment capabilities.

Access: Plans are moving ahead to design space in Building 85 for the relocation and expansion of audiology and dental services from Building 2 at American Lake. Both services are currently too cramped for space to adequately serve veterans who require these services.

Efficiency: There are two projects to enhance pharmacy efficiency at Puget Sound—a crucial requirement at a time when pharmacists and techs are in such short supply. The American Lake pharmacy has suffered long with inefficient, crowded space. This will be remodeled to facilitate workflow and to minimize patient waiting. At Seattle, a new robotic system will be installed to decrease the reliance on pharmacists and techs to fill prescriptions, and free them up to spend more time with patients.

Patient/Employee satisfaction: Two projects are good examples of this emphasis. At American Lake, a new parking lot will be constructed to support

Northern Alliance Updates

CBOC's Continue to Grow

Several Northern Alliance facilities are planning for new Community Based Outpatient Clinics (CBOC). Anchorage is exploring a Kenai site as well as Wasilla and Juneau. Boise is still looking at a site for the Idaho/Oregon border. Spokane is considering a site where a mobile clinic could be located and Puget Sound has plans underway to locate a clinic on the Kitsap Peninsula before the end of the current fiscal year and is seeking approval for a CBOC in the Bellingham/Whatcom County region in 2002.

VISN 20 Advances on Hepatitis C

As of this month, all Northern Alliance facilities have either completed or are in the process of sending notification letters to enrolled veterans. Puget Sound conducted a phased mailing of close to 65,000 veterans with primary care providers and those without a primary care provider. A Hep C clinical care team is in place and has answered 300-400 phone calls from veterans regarding testing and risk factors. All patients who test positive are encourage to attend classes to learn more about the health risk factors and treatment. To date at Puget Sound, 1000 veterans have been screened for the Hep C antibody. Of that number, 5% have tested positive. VA Puget Sound also sent a team to Retsil to provide Hep C testing to patients and to conduct staff education. From the outreach clinic efforts across the Puget Sound region, approximately 1% of veterans are testing positive. Across the VISN, Dr. Burger has made Hep C testing and education a high priority for medical centers. Within the Northern Alliance (Anchorage, Boise, Puget Sound, Spokane, Walla Walla) 20% of inpatients are testing positive.

For more information, contact the Hep C Information Line at (206) 764-2843 or Toll Free at 1-800-329-8387 ext. 6-2843.

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Quality in Action

Quality

Kizer Grant Rewards Quality

Two years ago the quality achievement grant program was established to recognize networks that provided quality care using systematic process and evaluations of outcomes. The program emphasizes



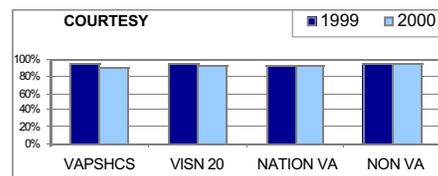
the networks infrastructure by using the Malcolm W. Baldrige Healthcare for Performance Excellence Criteria. The criteria include leadership, strategic planning, focus on patients and customers, information and analysis, staff focus, process management and results.

The process for the award includes a tiered approach. Each application is reviewed and scored by quality experts. Next, the finalists are selected for site visits with the intent to assess how the written grant is successfully deployed at the facility level. Finally the site visit reports and a panel of judges reviews applications. This panel provides their recommendations to the Under Secretary for Health who makes the final decision.

As a winner in this years Quality Achievement Grant process, VISN 20 was awarded \$300,000. Dr. Ted Galey, Network 20 Director, states that "The feedback reports are valuable in helping identify our strengths and opportunities for improvement. We use these reports to help us focus on tactics and objectives to improve our overall organizational performance." The VISN hassolicited input from all staff, on what processes should we focus our money and time to improve.

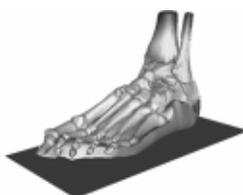
Outpatient Satisfaction Survey Results

As part of our ongoing commitment to focusing on our patients, VA Puget Sound participates in an annual national customer feedback survey. Our results for 2000 have shown that our patients' perception is that we are not as courteous as we were last year. This survey is used throughout VHA and in the private sector. In 1999, our score was 96% which was the same as non VA leaders and this year our score is 92% compared to 96% in the private sector. The Customer Service Council, in cooperation with the Center for Education, is developing educational programs to enhance our awareness of what courtesy means to our patients. This summer they sponsored a "lunch and learn" utilizing a video called Fish, which was filmed at the Pike Place Market here in Seattle. The focus of this video are four basic themes for providing courteous customer satisfaction: 1) play, 2) make their day, 3) be there, and 4) choose your attitude. The video is in our library and available for viewing and provides a fun mechanism for reviewing how to provide excellent customer service.



Exciting New Center of Excellence Opens

The Center of Excellence for Limb Loss Prevention and Prosthetic Engineering will host an open house for staff, patients, volunteers and the public on Thursday, January 25th from 1-3 PM in Building 100, Room 1D-118 at the Seattle division.



The nationally recognized Center unites investigators with diverse backgrounds and a common goal of enhancing the quality of life of veteran amputees and veterans at risk for amputation. Laboratory instruments precisely measure how the gait of lower-limb amputees is affected by various prosthetic components. Join us for demonstrations of an anatomically detailed 3-D computational model of the human foot.

For more information call: (206) 764-2991.

CPRS Recognized with Davies Award

During a ceremony in Los Angeles, staff from VA Puget Sound Health Care System received The Nicholas E. Davies Award for exemplary achievement in its implementation of the Computerized Patient Record System (CPRS). Clinical Information Management (CIM) plays a central role in the daily clinical activities at American Lake and Seattle. By using this interactive computer database, providers are able to view progress notes, clinical entries, medical alerts, radiology images and test results. Additionally, they are able to track, display and read medical consultations and show graphs, charts and images to their patients for patient education. In short, the computerized record helps solve one of the thorniest problems facing health care today, managing the expanding medical record. VA Puget Sound joins Harvard University's HMO in receiving this award.



GRECC *on Frontiers* of Aging Research

VA Puget Sound researchers are making giant strides toward understanding how older adults can function at high levels of physical and mental activity into their later years. The Geriatric Research, Education & Clinical Center (GRECC) is a national leader in these efforts. “We’re excited about the progress we have been making in a number of areas,” says Acting Director, Suzanne Craft, Ph.D. The Geriatric Research, Education, and Clinical Center at VA Puget Sound was one of the first GRECC’s authorized by Congress in 1980 (Public Law 96-330). Legislation specifically mandated that the VA create Centers of Excellence with the goal of advancing and integrating research, education and training and clinical achievements in geriatrics and gerontology. There are now 21 specially designated GRECC Centers of Excellence, making VA a national leader in geriatrics and aging.

Thomas Bird, MD; Gerard Schellenberg, PhD; and colleagues are internationally recognized for their discovery of genes associated with Alzheimer’s disease. This group also discovered the first human aging gene—a major advance for efforts to sort out how people age. Bird recently received a funding award from the prestigious VA Research Enhancement Awards Program.

Murray Raskind, MD; Elaine Peskind, MD; Molly Shores, MD; and Charles Wilkinson, PhD, have shown that older people have an exaggerated hormone response to stress that may contribute to cognitive problems. The researchers have linked stress-system changes with the agitation and hallucinations suffered by many Alzheimer’s patients and are exploring treatments to normalize the system.

GRECC researchers have found abnormalities in the brain’s metabolism of glucose, its basic fuel, that may contribute to Alzheimer’s. Craft; Jim Leverenz, MD; David Cook, PhD, and colleagues are examining the possible role of an “insulin degrading” enzyme in formation of brain plaques seen in the disorder.

Sanjay Asthana, MD, in recent, nationally presented studies, has found that the female hormone estrogen delivered through a skin patch may improve memory in post-menopausal Alzheimer’s patients.

In addition to neurodegeneration research, GRECC investigators are making major contributions in areas such as muscle loss in the elderly (Le Bris Quinn, PhD); biology of prostate cancer (Steven Plymate, MD); treatment of benign prostate enlargement (Alvin Matsumoto, MD); and mechanisms underlying depression (Mark Hamblin, MD, PhD).

GRECC emphasizes teamwork between scientists and clinicians to translate laboratory discoveries into new treatments and a better understanding of aging-related diseases, Craft notes, “Our research goes hand-in-hand with improved care for veterans and better educational programs for their health care providers and the community at large.”

Comprehensive Cancer Center Designation

The Commission on Cancer of American College of Surgeons has awarded VA Puget Sound the designation of Comprehensive Cancer Center/Teaching Hospital Cancer Program. This recognition builds on our already strong affiliations with the University of Washington and the Fred Hutchinson Cancer Research Center. In addition, it enables veterans to obtain comprehensive cancer care through state-of-the-art equipment, multi-team specialists, and access to cancer care clinical trials, education and support. Approval by the Commission is given only to those facilities that have committed to undergo rigorous evaluation and review of its performance.

Pearlman Named to Head New Ethics Program

Robert A. Pearlman, MD, MPH, researcher with VA Puget Sound’s noted Geriatrics Research Education & Clinical Center (GRECC) and UW Professor of Medicine, has been named director of a new ethics program at VA Puget Sound. Pearlman, along with his colleagues in Education and Quality Improvement, will be expanding the ethics education curriculum and developing systems level interventions to ensure high ethical standards in the delivery of health care. Widely respected for his research and expertise in medical ethics, Pearlman also was recently named evaluation coordinator for the VA National Center for Ethics to help develop nationwide performance measures in ethics.

ONE IN THE NEWS

Nurses Among Leaders in VA Research

Research is a crucial component of VA Puget Sound's mission and VA nurses are critical leaders and investigators of many research projects at the Seattle and American Lake divisions.

All nurses involved as "Principal Investigators" have a PhD as well as being an RN. They are involved in a variety of topic areas and have written their own grants to secure funding. Their important work involves diabetes, respiratory diseases, heart disease and mental health. These research projects are funded by a variety of organizations including the Research Division of VA (Merit Review Grants, Health Services Research and Development, Nursing Research Initiative; QUERI), the University of Washington, Robert Wood Johnson Foundation, the American Association of Diabetes Educators, and Sigma Theta Tau (a nursing honor and research society).

All the nursing researchers at VA are active clinicians and providers. Research is a passion they enjoy in addition to their full work schedules, probably because in the course of their daily work, nurses are trained to ask questions such as: Why do things occur the way they do? What is the best practice? Why do we always do it this way? How can we improve quality of life? What would happen if we changed practice? What will make the most difference? Veterans play a vital role in finding the answers by their voluntary participation in the studies.

Nursing Research Leaders at VA Puget Sound Health Care System

Jessie Ahroni, PhD, ARNP
Seattle Division



Ahroni is a family nurse practitioner and a certified diabetes educator at the Seattle division. Her research involves diabetic foot ulcer risk and improving Chronic Illness Care.

The chronic illness study addresses ways organizations can improve care for veterans with chronic diseases.

Her work has great importance to the over 7,000 Seattle and American Lake veterans with diabetes. Methods to prevent complications improve treatment and a decrease the high incidences of lower limb amputations among veterans are critical to quality of life and life expectancy.

Cynthia Dougherty, PhD, ARNP
Seattle Division



Dougherty's research examines cardiac issues following sudden cardiac arrest. Exercise to improve heart rate variability following sudden cardiac arrest and health status following arrest are two active research projects she leads. Additionally, she is one of the principal investigators for research concerning Gulf war illness and methods of cognitive treatment plus improving services for gulf war veterans. She serves as co-investigator for the Nicotine Dependence Treatment Research Project which is determining if an enhanced smoking cessation program will improve quit rates in veterans with Post Traumatic Stress Disorder.

Cardiac conditions are a major chronic illness among veterans. Maintaining quality of life are important aspects for all recovering veterans with heart disease.

Veterans with Gulf War symptoms receive a variety of treatments from the VA. Finding better ways of providing treatment is critical to resolution of symptoms.

Learning about those behaviors, which will effect smoking cessation, is a major contribution to our Veteran population.

Nursing Research Leaders

at VA Puget Sound Health Care System

(Continued)

April Gerlock, PhD, ARNP
American Lake Division



Gerlock is a mental health practitioner in the PTSD Outpatient Clinic and a supervisor of the state certified Domestic Violence Program. Her research addresses the health impact of domestic violence on victims and batterers, rehabilitation program completion and attrition and its' predictability.

Madigan Army Medical Center, Tacoma is involved with the VA Puget Sound Health Care System in these studies.

Gerlock's study was the first to address health impacts of domestic violence for a veteran and active duty military sample. Break through findings indicates the significant use of medical and mental health care by veterans as well as high stress and relationship to PTSD.

Linda Haas, PhD, MSN, RN
Seattle Division



Haas is a certified diabetes educator and national leader in diabetes care and management. She is an active provider practicing in the department of endocrinology. She is principal investigator regarding research on types of diabetic foot care and foot wear needs. She is also a co-investigator for a multiple VA research project examining systems and communication in VA's with high and low lower extremity amputation rates. A third study includes being a site investigator examining the reliability of quality assessment measures for diabetes and comparing those results with measured data and chart reviews now used at VA's nationally.

Contributions to improving care, interventions and systems to veterans with diabetes will result in quality of life improvements, reduced amputation rates and costs savings.

Bonnie Steele, PhD, ARNP
Seattle Division



Steele is an active practitioner treating respiratory diseases. As principal investigator, she is examining the impact of daily activity on people who have Chronic Obstructive Lung Disease (COPD). Based on this initial research, she recently was awarded a 4-year grant to determine associations with exercise adherence and health status, life quality and function. Special equipment will be used to measure daily activity and to graphically reinforce exercise efforts.

Respiratory and lung disease affects a large number of veterans and can greatly impair activity, work and quality of life. Finding ways to enhance and continue daily activity and exercise is not only effective for people with respiratory illness but has potential for treating other chronic diseases.



Race for the Cure

The Komen Race for the Cure® Series has become the largest series of 5K runs/fitness walks in the world, with over 1 million participants. The Seattle event was held on September 17th with over 20,000 participants raising money for breast cancer research, education and treatment programs.

VA Puget Sound was well represented with 25 employees participating as part of Team Hope Chest, including nurses, quality managers, radiology staff, as well as friends, family, co-workers and breast cancer survivors.

Dana Carney, participant, survivor and Utilization Manager for the VA's Northwest Network states, "In September of 1999, four weeks following my surgery, my co-workers signed me up to walk with them – there were 10 of us – the support was wonderful!"

The Komen Race for the Cure is held every year in September. For information see: www.raceforthecure.com, or call the national toll free number, 1-800-I'M AWARE (462-9273).

Veterans

Our family, Our friends

A Memorial Tribute

John Marino



VA Puget Sound recently lost a special man - John Marino passed away on December 6th. This article is a tribute to honor his memory as he joins rank with others of this "Greatest Generation".

John Marino was an independent 79-year old WWII veteran who, despite a number of losses and debilitating illnesses, managed to live in his own home on Beacon Hill. Maintaining this independence was an important aspect of John's day-to-day activities due in large part to support from family and a wide range of care givers at VA Puget Sound's Seattle division. John had been a regular visitor to the Seattle Division for nearly 50 years, first receiving his care shortly after the Seattle division opened in the early 50's. By 1954, he required lung surgery and decided it was also a good time to quit smoking. It was

during this time that he met and married his wife, Bernice; together they raised six children.

A stroke in 1986 left John partially paralyzed on the right side and also affected his speech. His wife was his primary caregiver until her death two years ago. Over the years, John's care has been provided by multi-disciplinary teams at VA Puget Sound including: primary care specialists, gerontologists, pulmonologists, psychiatrists, physical and occupational therapists, social workers, and the Home Based Primary Care team.

John was the fifth of seven children of Italian immigrants. By the time he was seven years old, both of his parents had died. The children spent time in a north Seattle orphanage before John and his two brothers were taken in by his father's older half-sister. They called her "Grandma" and sold newspapers in the neighborhood to help make ends meet. John dropped out of school after the ninth grade and went to work building roads and fighting fires for the Civilian Conservation Corps before joining the Army in 1942. When World War II broke out, he was studying to be a radio operator in the Army tank division; however, a lung infection kept him from being sent overseas, quickly ending his military career.

John was recently referred to a VA contract program to provide in-home personal care



and credits his perseverance, close family support and the coordinated medical care he receives at VA Puget Sound for making his "independence" possible. According to John he was "doing swell."

Until late November, John remained in his own home with daily lunch visits from his son, Tom. Meals-on-Wheels delivered his meals daily. John wore a medical alert button should he fall and need assistance. Brother Tony, who lived near by, built a one-handed nebulizer holder that John designed, and his sister, Eda also checked in frequently as the three were all that remained of the original seven siblings.



VA Child Care Subsidy coming in 2001

Acting Secretary of Veterans Affairs, Hershel Gober, has directed VA to begin a subsidy program for eligible employees to offset childcare costs. He has stated, "Child care programs are an important aspect for our employees. A child care subsidy will help retain our quality VA employees and recruit future talent to VA." Tim Williams, VA Puget Sound's CEO, has voiced his agreement with this employee-centered program. Williams further noted that this initiative is in line with one of VA's main goals: to be an employer of choice. He said, "I strongly encourage employees who qualify, to apply for this valuable benefit."

Under this new program, childcare costs will be reduced for VA employees who meet eligibility criteria. The subsidy is a percentage of the employee's total childcare costs and is based upon total family income. To be eligible, you must:

- Be a full or part-time VA employee;
- Have a total family income below \$52,000;
- Claim the child/children on your income tax return; and
- Place the child/children in a childcare center, home care, day care or a before/after school care program that is licensed and/or regulated by state and/or local regulating authorities.

The subsidy will be paid directly to the child care facility on behalf of the employee; however, the subsidy paid on behalf of the employee will be in addition to the employee's salary and taxed as income.



Applications received by December 31, 2000 may receive their first subsidy in January 2001 for childcare costs incurred during the month of December. Applications will be taken on a first-come, first-served basis. For more information, call Frank Clark in Human Resources, extension 62395.

Veterans Information

& Benefits Fair

The Minority Veterans Program recently sponsored the first annual Veterans Information and Benefits Fair. This one-day event brought 100 veterans, family members, employees, 13 community agencies and 14 VA departments to the American Lake division. "A second event on December 14 in Seattle also drew hundreds of veterans" stated Denise Grant, Minority Veterans Program Manager. She explains, "We wanted to provide a one-stop

shopping experience for veterans and their families who may be entitled to veterans' benefits and not realize it." Besides health screening and workshops on nutrition and healthy lifestyles, the fair also provided a great networking opportunity between the community and VA agencies.

For more information contact Denise Grant at (206) 762-1010 ext. 65363 or (253) 582-8440 ext. 74147

"BIG Membership Drive in December"

Blacks in Government (BIG) was organized in 1975 by African American federal employees in the Department of Health, Education and Welfare in Rockville, Maryland, and incorporated in 1976 as a nonprofit organization under the District of Columbia jurisdiction.

BIG functions as an advocacy and resource group for the African American civil servant. One objective of BIG is to promote ethnic pride through socio-economic, civic and cultural programs. Among the many tangible benefits of membership are training, leadership development, community outreach and cross-country networking.

Members are diverse in their backgrounds, interests and occupations. Members are employed at all levels of government and are represented in several hundred chapters throughout eleven regions. VA Puget Sound is currently forming a local chapter with 16 members so far. Any person who is in accord with the principles, policies and objectives of the organization and who agrees to adhere to the same, may become a member of BIG. For more information, contact any of the acting officers listed below, or check out these web sites - www.bignet.org or big@bignet.org.

Kemmie L. Conway, Acting President,
- extension 66292

Donald Fowler, Acting Vice-President,
- extension 72197

Markeata White, Acting Secretary,
- extension 63126

Donneta Coleman, Acting Treasurer,
- extension 61891

Generosity Exceeds Goals

"Take Time to Change Lives, Give Generously," aptly defines employees at VA Puget Sound and made this year's Combined Federal Campaign (CFC) a huge success. With a goal of \$140,000 in donations, Seattle Division employees contributed \$165,332 and American Lake Division employees with a goal of \$31,100, collected \$34,203, a significant increase over 1999.

Activities to promote the campaign included a kickoff party with representatives from a variety of charitable agencies, the ever-popular annual book sale, and a new-this-year raffle/door prize event. Campaign volunteers also reached out to the evening and night shifts in promoting the campaign with personal visits and treats. The book sale and raffle took in \$1,377 in contributions with these funds being designated for NorthWest Harvest.

This campaign could not have been successful without the tremendous efforts of key workers and campaign coordinators. A special thanks to our loaned executive who seemed like part of our staff, Merrette Dunford of the Social Security Administration, and to our staff coordinators Ellen Martin, VIST Coordinator and Sheila (Baarda) Arie, Administrative Coordinator, Mental Health - Co-Coordinator in Seattle and Walt Werkhoven, VIST Coordinator and Deidra MacLachlan, Program Assistant, CED - Co-Coordinator at American Lake.

Technology Helps Homeless Vets

Community Voice Mail is a program sponsored by the Metropolitan Development Council (MDC) enabling homeless individuals and families to receive messages concerning employment, housing, etc., at approved community sites, messages they would otherwise be unable to receive. VA Puget Sound became an approved site in July 2000. The program has been hugely beneficial to the homeless veteran care line and social services.

Currently, the sites and contact persons at VA Puget Sound are:

- American Lake, Homeless Care Line in Building 6, Victor Morales, (253) 582-8440, extension 1606; and
- Seattle, Social Work Administration in Building 1, Beth Calvo, (206) 277-6846.

To learn more about the program, or if your functional area would like to become a participant in this service, call Diana Rogers, MDC, at (253) 572-5960.



Puget Sound Health Care System
American Lake & Seattle

VA Puget Sound News is published quarterly, each autumn, winter, spring and summer by the Office of Public Affairs. VA Puget Sound Health Care System proudly serves veterans throughout the Northwest with facilities located in Seattle and at American Lake. VA Puget Sound is part of the VISN 20 network of health care facilities.

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VA PUGET SOUND HEALTH CARE SYSTEM

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Comments or future story ideas may be submitted to the VA Puget Sound News Editorial Board via Outlook to Jeri Rowe and M Ellen Miller. All photos for newsletter inclusion must be taken or approved by the Editorial Board.

(COO Comments continued from page 1)

the numbers of outpatients and employees that will be moved into Building 61 when the Mental Health remodel project is completed in February. At Seattle, a remodel of the registration area will re-engineer patient flow to increase efficiency and to provide better security.

In future issues, we will talk further about the facility's strategic plan and what it means to you in practical terms.

Veterans Web Sites

<http://206.119.4.214/alzheimer/grecc1.htm>

<http://155.100.207.40/greccweb/grecc-list.htm>

<http://www.americangeriatrics.org/products/positionpapers/role-va.shtml>

<http://www.alz.org/>

<http://members.aol.com/phsasecy97/index.html>

<http://members.aol.com/USAHeroes/warlib48.htm>

www.defenselink.mil/faq/pis/14.html

59 Years Later - Pearl Harbor Still Remembered

The battleship USS Arizona served with pride and distinction in the US Navy from 1916 until 1941. On Sunday, December 7, 1941, naval aviation forces of the Empire of Japan attacked the US Pacific Fleet centered at Pearl Harbor, Hawaii, as well as other military targets. Of the nine Pacific Fleet battleships at Pearl Harbor that day, the USS Utah and USS Arizona were completely destroyed.

Today the USS Arizona is the final resting-place for the bodies of 1,102 crewmen of the ship who lost their lives on that fateful day. They are entombed within the Arizona herself. Never in US Navy history has a ship taken so many of her crew down with her.

In 1958, Congress authorized the Navy to erect a memorial and allowed it to accept donations toward that goal. Included in the many contributions were several from Hawaii's legislature and proceeds from a 1961 concert by Elvis Presley. The battleship and her crew are remembered with a 184-foot long memorial that spans its mid-portion. The Memorial was dedicated in 1962 and became a National Park Service area in 1980.

Contrary to popular belief, the USS Arizona is no longer in commission. A US flag attached to the severed mainmast of the ship flies above it. The memorial has come to represent all the military and associated personnel killed at Pearl Harbor.

Back Issues of VA Puget Sound News are available on the VA Puget Sound Web Site

www.Puget-Sound.med.va.gov