George W. Bush Presidential Library

Collection: Records Management, White House Office of

Series: Subject Files – MA (Medals - Awards)

Folder Title: 563951
Crawford, Texas

May 2, 2003

Mr. Christopher Hermann
John D. Dingell VA Medical Center
4646 John R
Detroit, Michigan 43201

Dear Christopher:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for Excellence in Nursing.

I commend you for your hard work and dedication to providing quality health care for America's veterans. Your compassion and commitment to excellence advance health care in our Nation and bring comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

GEORGE W. BUSH

George W. Bush
GWB/DTS/HMS/EAP/ws-bws (Corres. #2755054)
(4.hermann.eap.msg)

cc: Elizabeth Pitts, Pres. Corr., 9th Floor, 1800 G Street, N.W.
cc: Misty Marshall, Pres. Msgs., 9thFL/1800 G Street, N.W.

SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
April 30, 2003

Mr. Christopher Hermann, APN
John D. Dingell VA Medical Center
4646 John R
Detroit, Michigan 43201

Dear Mr. Hermann:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for the Excellence in Nursing.

I commend you for your hard work and dedication to providing quality health care for America's veterans. Your commitment to excellence strengthens our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush

PLS cc MISTY MARSHALL
PLS FIX
April 28, 2003

Mr. Christopher Hermann, APN
John D. Dingell VA Medical Center
4646 John R
Detroit, Michigan 43201

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GWB/ (>>)/ep (Corres. #2755054)
(>>)

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SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
6 LETTERS, ONE LABEL, ONE COVER LETTER VA NEEDS FOR AN EVENT ON MONDAY, MAY 5TH

[Signature]

Printed and

Then AP
Per Horace Mires
3/2/02
Crawford, Texas

May 2, 2003

Ms. Shirley Cline
Bronx VA Medical Center
130 Kingsbridge Road
Bronx, New York 10468

Dear Shirley:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for Excellence in Nursing.

I commend you for your hard work and dedication to providing quality health care for America's veterans. Your compassion and commitment to excellence advance health care in our Nation and bring comfort and healing to those who have risked their lives to defend our freedom.

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Sincerely,

George W. Bush

[Signature]

George W. Bush

GWB/DTS/HMS/BP/EAP/ws-bws (Corres. #2755057)

cc: Elizabeth Pitts, Pres. Corres., 9thFL/1800 G Street, N.W.
cc: Misty Marshall, Pres. Msgs., 9thFL/1800 G Street, N.W.

SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
April 30, 2003

Ms. Shirley Cline, NA
Bronx VA Medical Center
130 Kingsbridge Road
Bronx, New York 10468

Dear Ms. Cline:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for Excellence in Nursing.

I commend you for your hard work and dedication to providing quality health care for America's veterans. Your commitment to compassionate care helps strengthen our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush

GWB/DTS/HMS/BP/EAP/ws (Corres. #2755057)
(4.cline.eap.msg)
cc: Elizabeth Pitts, Pres. Corres., 9thFL/1800 G Street, N.W.
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Crawford, Texas

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THE WHITE HOUSE
WASHINGTON

April 30, 2003

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GWB/(>>)/ep (Corres. #2755057)  
(>>)  
(>>)

WHY IS THIS TEXT DIFFERENT?  
ON PURPOSE  
(OK)
April 28, 2003

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130 Kingsbridge Road
Bronx, New York 10468

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GWB/(>>)/ep (Corres. #2755057)
(>>)
(>>)

by the DVA

promoting best practices
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GWB/ ep (Corres. #2755057)

(>)}
Crawford, Texas

May 2, 2003

Mr. James J. Horstmyer
VA Medical Center
1601 Kirkwood Highway
Wilmington, Delaware 19805

Dear James:

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George W. Bush

GWB/DTS/HMS/BP/EAP/ws-bws (Corres. #2755055)
(d.horstmeyer.i.eap.msg)
cc: Elizabeth Pitts, Pres. Corres., 9thFL/1800 G Street, N.W.
cc: Misty Marshall, Pres. Msgs., 9FL/1800 G Street, N.W.

SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420

Send to Messengers for Carrier Pick-Up 4/13/03
April 30, 2003

Mr. James J. Horstmyer, RN
VA Medical Center
1601 Kirkwood Highway
Wilmington, Delaware 19805

Dear Mr. Horstmyer,

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I commend you for your hard work and dedication to providing quality health care for America's veterans. Your commitment to excellence strengthens our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

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Department of Veterans Affairs
Suite 1012
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Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
GEORGE W. BUSH CORRESPONDENCE
Messages and Special Letters

File name: James Hostmayer
IQ Outgoing ID: 275505
Writer: Katrina
Date: 4-28

PITTS PEDISON
MARQUEZ

Approvals Needed
❑ Media Affairs
❑ NSC
❑ Legislative Affairs
❑ Cabinet Affairs
❑ Political Affairs
❑ Public Liaison
❑ Domestic Policy
❑ Other

Enclosures

Special Instructions

Hansen (4-30 NB) Sayle

Rev
April 30, 2003

Mr. James J. Horstmyer, RN
1601 Kirkwood Highway
Wilmington, Delaware 19805

Dear Mr. Horstmyer:

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SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
April 30, 2003

Mr. James J. Horstmyer, RN
Wilmington VAMROC
1601 Kirkwood Highway
Wilmington, Delaware 19805

Dear Mr. Horstmyer:

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I commend you for your hard work and dedication to providing quality health care for America's veterans. Your commitment to excellence strengthens our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

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George W. Bush
April 28, 2003

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Wilmington VAMROC
1601 Kirkwood Highway
Wilmington, Delaware 19805

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George W. Bush

GWB/(>>)/ep (Corres. #2755055)
(>>)
(>>)
April 28, 2003

Mr. James J. Horstmyer, RN
Wilmington VAMROC
1601 Kirkwood Highway
Wilmington, Delaware 19805

Dear Mr. Horstmyer:

Congratulations as you are honored with the 2003 Secretary’s Award for the Advancement of Nursing Programs, presented by the Department of Veterans Affairs.

I commend you for your hard work and dedication to providing quality health care to America’s veterans. Your commitment to excellence helps strengthen our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush

GWB/(>>)/ep (Corres. #2755055) (>>)

(>>)
April 28, 2003

Mr. James J. Horstmeyer, RN
Wilmington VAMROC
1601 Kirkwood Highway
Wilmington, DE 19805

Dear Mr. Horstmeyer:

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George W. Bush

GWB/(>)/ep (Corres. #2755055) (>)

(>)
MEMORANDUM TO: Misty Marshall
Presidential Messages

FROM: Vivian Drake
White House Liaison

SUBJ: Address Change in Presidential Message Request

April 30, 2003

Please change the address in the Presidential letter to:

James J. Horstmyer, RN
Wilmington VAMROC

to read as:

James J. Horstmyer, RN
VA Medical Center

The Wilmington VA Office told me that the Regional Office function is now under VA Philadelphia and not Wilmington. Attached is a revised draft for your use. If you have any questions, please call me at (202) 273-4841. Thank you very much for your assistance in this matter.

Attachment
Dear Mr. Horstmyer:

Congratulations on receiving the 2003 Secretary’s Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Crawford, Texas

May 2, 2003

Ms. Patricia Johnson  
VA Western New York Health Care System  
3495 Bailey Avenue  
Buffalo, New York 14215

Dear Patricia:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for Excellence in Nursing.

I commend you for your hard work and dedication to providing quality health care for America's veterans. Your compassion and commitment to excellence advance health care in our Nation and bring comfort and healing to those who have risked their lives to defend our freedom.

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Sincerely,

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George W. Bush

GWB/DTS/HMS/BP/EAP/ws-bws (Corres. #2755056)  
4.johnson.p.eap.msg

cc: Elizabeth Pitts, Pres. Corres., 9thFL/1800 G Street, N.W.  
cc: Misty Marshall, Pres. Msgs., 9thFL/1800 G Street, N.W.

SENT TO:  
Ms. Bonnie Carroll  
Deputy White House Liaison  
Department of Veterans Affairs  
Suite 1012  
810 Vermont Avenue  
Washington, D.C. 20420
April 30, 2003

Ms. Patricia Johnson, LPN
VA Western New York Health Care System
3495 Bailey Avenue
Buffalo, New York 14215

Dear Ms. Johnson:

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I commend you for your hard work and dedication to providing quality health care for America's veterans. Your commitment to excellence strengthens our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

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SENT TO:
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Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
Crawford, Texas

May 2, 2003

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SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
File name: Patricia Johnson

IQ Outgoing ID: 27550540

Writer: Elizabeth Date: 4-28

PITTS PEDISON BP

MARQUEZ

Approvals Needed

☐ Media Affairs ☐ Political Affairs
☐ NSC ☐ Public Liaison
☐ Legislative Affairs ☐ Domestic Policy
☐ Cabinet Affairs Other: _________________

Enclosures: ______________________________

Special Instructions: _______________________

Hansen [R] 4-30(WB) Sayle: ________________

Revised: 03/15
April 30, 2003

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(>>)
(>>)

SAMC
April 28, 2003

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Buffalo, NY 14215

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GWB/(>>)/ep (Corres. #2755056)
(>>)
(>>)
Crawford, Texas

May 2, 2003

Ms. Linda F. Watson
Director
Central Alabama Veterans Health Care System
215 Perry Hill Road
Montgomery, Alabama 36109

Dear Linda:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for the Advancement of Nursing Programs. This award recognizes your dedication to nursing programs that provide quality health care for America's veterans.

I commend you for your compassion and commitment. Your leadership strengthens the Central Alabama Veterans Health Care System and brings comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush

George W. Bush
GWB/DTS/HMS/PA/EA/LE/p-b (Corres. #2755058)
4.watson.leap.msg)
cc: Elizabeth Pitts, Pres. Corres., 9thFL/1800 G Street, N.W.
cc: Misty Marshall, Pres. Msgs., 9FL/1800 G Street, N.W.
SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
April 30, 2003

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George W. Bush

GWB/DTS/HMS/BP/EAP/ws (Corres. #2755058)
(4.watson.1.cap.msg)
cc: Elizabeth Pitts, Pres. Corres., 9thFL/1800 G St

SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420

Approval

No Response

From CPL
Crawford, Texas

May 2, 2003

Ms. Linda F. Watson
Director
Central Alabama Veterans Health Care System
215 Perry Hill Road
Montgomery, Alabama 36109

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Sincerely,

George W. Bush
GEORGE W. BUSH CORRESPONDENCE
Messages and Special Letters

File name: Linda Watson
IQ Outgoing ID: 2755058
Writer: Elizabeth
Date: 4-28

PITTS: PEDISON
MARQUEZ

Approvals Needed

☐ Media Affairs
☐ NSC
☐ Legislative Affairs
☐ Cabinet Affairs
☐ Political Affairs
☐ Public Liaison
☐ Domestic Policy
☐ Other

Enclosures

Special Instructions

Hansen (c) 4-03 (NS) Sayle

Revised 6/19
April 30, 2003

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GWB/(>>)/ep (Corres. #2755058) (>>)

(>>)
April 28, 2003

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Central Alabama Veterans’ Health Care System
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Montgomery, Alabama 36109

Dear Ms. Watson:

Congratulations as you are honored with the 2003 Secretary’s Award for the Advancement of Nursing Programs presented by the Department of Veterans Affairs. This award recognizes your important contributions to the nursing programs that provide quality health care to America’s veterans.

I commend you for your compassion and dedication. Your commitment to excellence helps strengthen our Nation and brings comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush

GWB/(>>)/ep (Corres. #2755058) (>>)

SAME EDITS for both
April 28, 2003

Ms. Linda F. Watson  
Director  
Central Alabama Veterans' Health Care System  
215 Perry Hill Road  
Montgomery, AL 36109

Dear Ms. Watson:

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Sincerely,

George W. Bush

GWB/(>>)/ep (Corres. #2755058)  
(>>)

[Signature]
Crawford, Texas

May 2, 2003

Ms. Frankie T. Manning
Nurse Executive
VA Puget Sound Health Care System
1660 South Columbian Way
Seattle, Washington 98108

Dear Frankie:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for the Advancement of Nursing Programs.

This award recognizes your compassion and dedication to nursing. Your work to develop and expand nursing staff and clinical programs helps bring comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

GEORGE W. BUSH

George W. Bush

GWB/DTS/HMS/ BP/EAP/ ws-bws (Corres. #2755053)

cc: Elizabeth Pitts, Pres. Corr., 9thFL/1800 G Street, N.W.
cc: Misty Marshall, Pres. Msgs., 9FL/1800 G Street, N.W.

SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420

Sent to Messengers for Carrier Pick-up 5/23/03
April 30, 2003

Ms. Frankie T. Manning, RN
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VA Puget Sound Health Care System
1660 South Columbian Way
Seattle, Washington 98108

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GWB/DTS/HMS/BP/EAP/ws (Corres. #2755053)
(4.manning.eap.msg)
cc: Elizabeth Pitts, Pres. Corr., 9thFL/1800 G Street, N.W.
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Washington, D.C. 20420
Crawford, Texas

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Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
GEORGE W. BUSH CORRESPONDENCE
Messages and Special Letters

File name: Frankie Manning
IQ Outgoing ID: 2755053
Writer: Elizabeth
Date: 4-26

***

PITTS
MARQUEZ

Approvals Needed

☐ Media Affairs
☐ NSC
☐ Legislative Affairs
☐ Cabinet Affairs
☐ Political Affairs
☐ Public Liaison
☐ Domestic Policy
☐ Other

Enclosures

Special Instructions

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Rev
April 30, 2003

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cc: Elizabeth Pitts, Pres. Corr., 9th Floor, 1800 G Street
April 28, 2003

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VA Puget Sound Health Care System
1660 South Columbian Way
Seattle, WA 98108

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Sincerely,

George W. Bush

GWB/(>>)/ep (Corres. #2755053)
cc: Elizabeth Pitts, Pres. Corr., 9th Floor, 1800 G Street
Office of Presidential Messages
NOTE TO STRIPPING

Group/Event: VA Nursing Letters
Print Date: Event Date: May 5, 2003

TOTAL CONTENTS TO BE DISPATCHED:

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<tr>
<th>Desiree Thompson Cover Letter</th>
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Dispatch Instructions: Circled Only

☐ When Signed, Please MAIL above contents ASAP.
   Special Mail priority (label attached)
   If checked only air mail (approval attached)

☒ When Signed, Please TAKE to Mailroom for courier pick-up ASAP. Please call Sarah @ 62456

☐ When Signed, Please FAX to this group with attached fax cover sheet ASAP. Once faxed, please MAIL.

☐ When Signed, <DO NOT MAIL> Please RETURN to Office of Presidential Messages @ 1800 G St. ASAP.

☐ When Signed, <DO NOT MAIL> Please CONTACT WH Staff: ________________________________
   Room ______ Ext. ______

If there are any questions about this request, please contact The Office of Presidential Messages at x. 65917.
May 2, 2003

Mr. Christopher Hermann, APN
John D. Dingell VA Medical Center
4646 John R
Detroit, Michigan 43201

Dear Christopher:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for Excellence in Nursing.

I commend you for your hard work and dedication to providing quality health care for America's veterans. Your compassion and commitment to excellence advance health care in our Nation and bring comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush
GWB/DTS/HMS/EAP/ws-bws (Corres. #2755054)
(4.hermann.eap.msg)

cc: Elizabeth Pitts, Pres. Corr., 9th Floor, 1800 G Street, N.W.
cc: Misty Marshall, Pres. Msxs., 9thFL/1800 G Street, N.W.

SENT TO:
Ms. Bonnie Carroll
Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
May 2, 2003

Ms. Linda F. Watson
Director
Central Alabama Veterans Health Care System
215 Perry Hill Road
Montgomery, Alabama 36109

Dear Linda:

Congratulations as you are honored by the Department of Veterans Affairs with the 2003 Secretary's Award for the Advancement of Nursing Programs. This award recognizes your dedication to nursing programs that provide quality health care for America's veterans.

I commend you for your compassion and commitment. Your leadership strengthens the Central Alabama Veterans Health Care System and brings comfort and healing to those who have risked their lives to defend our freedom.

Laura joins me in sending our best wishes.

Sincerely,

George W. Bush
Crawford, Texas

May 2, 2003

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Nurse Executive
VA Puget Sound Health Care System
1660 South Columbian Way
Seattle, Washington 98108

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Deputy White House Liaison
Department of Veterans Affairs
Suite 1012
810 Vermont Avenue
Washington, D.C. 20420
ATTENTION: Misty Marshall
ORGANIZATION: Presidential Messages
TELEFAX NO.: 480-2806

FROM: Vivian Drake, Office of White House Liaison (202-273-4841)
ORGANIZATION: Department of Veterans Affairs
TELEFAX NO.: 202-273-4879

DATE: 4/25/03

MESSAGE:

Spoke to Vivian Drake.
"Health Care" should never be two words when referring to VA facilities.
It should be VAMC & ROC.

Sarah

"Were these done last year? 2000 & 2002?"

See attached.
Traditionally, a Presidential letter is prepared for the recipients of the Secretary's Award for Excellence in Nursing. This award honors Nursing Service personnel actively engaged in the care of veteran patients at Department of Veterans Affairs (VA) health care facilities.

Secretary Principi is requesting a Presidential Message for the following Department of Veterans Affairs employees: Christopher Hermann, APN, James J. Horstmyer, RN, Patricia Johnson, LPN, and Shirley Cline, NA.

Additionally, Ms. Linda Watson, Director, Central Alabama Health Care System, has been selected to receive the Secretary's Award for the Advancement of Nursing Programs for 2003. This award recognizes a medical center director who has achieved distinction in VA's nursing program thereby enhancing the VA's quality of patient care.

We would also like to honor Frankie T. Manning, RN, as the recipient of the new Nurse Executive category in the Secretary's Award for the Advancement of Nursing Programs.

Attached for your use is proposed draft letters as well as additional background information. The VA is planning a ceremony in their honor on Monday, May 5, at 2:00 p.m. Secretary Principi will present these letters with their awards. Once the letters have been signed, please call me so that we may arrange for pickup, if possible, no later than Friday, May 2. I know the employees will cherish a letter from the President.

If you have any questions, please call me at (202) 273-4838.
April 29, 2003

MEMORANDUM TO: Misty Marshall
Presidential Messages

FROM: Vivian Drake
White House Liaison Office

SUBJ: Presidential Message Request for Secretary’s Award for Excellence in Nursing

Please address the Presidential message to the following individuals, as listed on the draft letters provided:
Frankie T. Manning, RN
Christopher Hermann, APN
James J. Horstmyer, RN
Patricia Johnson, LPN
Shirley Cline, NA
Linda F. Watson

The abbreviations used in the background information are not an appropriate reference to education. The award plaques being presented by the Secretary will reference the same as above. Thank you for your assistance in this matter. If you need additional information, please call me at (202) 273-4841. Many thanks!
Dear Ms. Manning:

Congratulations upon your receipt of the 2003 Secretary's Award for the Advancement of Nursing Programs from the Department of Veterans Affairs. This award is given in celebration of your important contributions to sustaining and supporting nursing programs designed to provide high quality health care to our nation's veterans.

Your hard work and dedication to providing quality care for our veterans demonstrates your commitment to your profession. I commend you for your compassionate service benefiting the health and morale of those who fought to protect America's freedom.

Best wishes for continued success.

Sincerely,
Christopher Hermann, APN
John D. Dingell VA Medical Center
4646 John R
Detroit, Michigan 43201-1932

Dear Mr. Hermann:

Congratulations on receiving the 2003 Secretary's Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America's freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Dear Mr. Horstmyer:

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Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Dear Ms. Johnson:

Congratulations on receiving the 2003 Secretary's Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America's freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Dear Ms. Cline:

Congratulations on receiving the 2003 Secretary’s Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Dear Ms. Watson:

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Your hard work and dedication to providing quality care for our veterans demonstrates your commitment to your profession. I commend you for your compassionate service benefiting the health and morale of those who fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,
Christopher Hermann, APRN, BC, Detroit, MI
Christopher Hermann is an Advanced Practice Registered Nurse at the John D. Dingell VA Medical Center. Mr. Hermann is considered an expert in Chronic Obstructive Pulmonary Disease, asthma and sleep dysfunction. Patients and staff find him to be extremely competent, going the extra mile to assist patients with special needs. He has been a significant contributor in the area of respiratory therapy and was the first nurse practitioner in the medical center to obtain in-house privileges. Mr. Hermann is a member of the Nursing Research Committee and has recently submitted a research project for approval from Wayne State University Human Investigation. Many of his previous research projects resulted in publication. Mr. Hermann’s list of professional organization is lengthy and includes the American Academy of Nurse Practitioners, American Nurses Association, Michigan Nurses Association, American Heart Association, and the Michigan Council of Nurse Practitioners where he is president-elect. In this role Mr. Hermann will be extremely influential in molding the role of nurse practitioners for the State of Michigan. Mr. Hermann is an exceptional role model and representative for nursing.

James Horstmyer, RN, Wilmington, DE
Jim recently completed the Master’s Degree program for Nurse Practitioner, and is an active member of his local chapter of Sigma Theta Tau. He has recently expanded his role of preop testing for vascular surgery to include patients referred from Lebanon, PA. This role requires he collaborate with physicians, anesthesia, nurses and support services to prepare a patient for surgery. He designed a standardized practice for surgical patients who were using blood thinners such as coumadin, plavix of NSAIDS. He also researched herbal medications and their possibly adverse affect on clotting, blood pressure and anesthesia. Patients are now aware of the need to discuss these medications with their providers. Jim’s interactions with the many agencies he uses in his community health role reflects positively not only on himself, but also the hospital.

Patricia Johnson, LPN, HBPC, Buffalo, NY
Ms. Johnson has been an LPN in the home care setting for 12 years. She continuously demonstrates excellence in the nursing care she provides to the veteran patient and family. She reports her observations, and ensures action is taken to address her concerns. She is zealous in her concerns for patients. She is self-directed in identifying her learning needs, and attends inservices which are pertinent to her position. Ms. Johnson is recognized by co-workers for excellence in the provision of care. Her calm nature and excellent listening skills are recognized by all.

Shirley Cline, PCA, Bronx, NY
Ms. Cline’s delivery practices consistently exceed expectation by an exceptional degree. She assesses practice and offers suggestions for improvement. One improvement is the Nursing Assistant’s End of Shift Report – this improved
productivity and morale among the NAs. In collaboration, she created a template to facilitate focused documentation of care for NAs. It is now being used across the Medical Center. Her observational skills are outstanding. She has gained the respect of her peers, such that one noted "I want to be like Ms. Cline in a few years". She is a role model and admired by all.

**Frankie Manning, RN, Nurse Executive, Seattle, WA**
Ms. Manning has consistently fostered the growth and development of nursing staff and clinical programs, provided the vision and driving force in developing new programs, and actively participates in the leadership of the Medical Center. Some of the nursing initiatives she has created are: the Same Day Unit, Outreach Health Screening Program, Continuous Care Clinic, a restraint free environment, and a Woman Veteran's Coordinator. She created the Adopt-A-Student program in collaboration with local community colleges. She has created several outreach programs with the schools of nursing, as well as international colleagues. Ms. Manning is a role model for all staff holding clinical faculty appointments, as she has three appointments herself. She is an asset to the Veteran's Healthcare System and deserving of the Secretary's Award for Excellence in Nursing as the Nurse Executive.

**Linda F. Watson, RN, Director, Central Alabama (Tuskogee, AL)**
Ms. Watson's leadership and support have fostered an environment in which Advance Practice Nurses are vital partners in the provision of high quality patient care in virtually every section of the large health care system. She was the driving force behind the development, implementation and evaluation of a strong program of Nursing Care Management for high-risk populations. Under Ms. Watson’s leadership, a nurse-managed patient safety program has transformed the health care system into a benchmark facility. She remains in constant contact with the needs of nurses and other clinicians through a highly visible management style and dialogue with staff and patients. The most recent Nursing Home Satisfaction Survey revealed that the percentage of patients who trusted their nursing staff was in the high 90s. This recognition is only possible with the continued and ongoing support of this outstanding director.
Memorandum

Department of Veterans Affairs

Date: April 2, 2003

From: Under Secretary for Health (10)

Subj: Secretary's Award for Excellence in Nursing and the Secretary's Award for the Advancement of Nursing Programs

To: The Secretary of Veterans Affairs (00)

1. Approval is requested of the following nursing personnel as recipients of the Secretary's Award for Excellence in Nursing:

   - R.N. (Expanded Role) Christopher Hermann, APN, Detroit, MI
   - R.N. (Staff Role) James Horstmyer, RN, Wilmington, DE
   - L.P.N. Patricia Johnson, LPN, Buffalo, NY
   - N.A. Shirley Cline, NA, Bronx, NY

2. Approval is also requested of the following Medical Center Director as recipient of the Secretary's Award for the Advancement of Nursing Programs:

   - Linda Watson, Director, Central Alabama Health Care System, Montgomery, AL

3. We would also like to honor Frankie T. Manning, RN, VA Puget Sound Health Care System, Seattle, WA, as the recipient of the new Nurse Executive category in the Secretary's Award for the Advancement of Nursing Programs.

4. Nomination materials along with security check documents are attached.

Robert H. Roswell, M.D.

Approved: Anthony J. Principi Date: 4/17/03

Attachments
Memorandum

Department of Veterans Affairs

Date: January 5, 2003
From: ACNS/Primary Care & Research
Subj: Secretary’s Award for Nurse Excellence
To: Dingell VAMC Secretary Award Committee

This memo is to submit Mr. Christopher Hermann, APRN, BC (Advance Practice RN, Board Certified) as a nominee for the Secretary’s Award for Nurse Excellence. Mr. Hermann is an exceptional adult nurse practitioner who serves primarily in the pulmonary outpatient area. He meets the criteria as follows:

Demonstrates effective, quality nursing practice in a positive manner within the health care system. Mr. Hermann maintains the highest standards of practice in his own practice. He is considered an expert in the field of COPD, asthma and sleep dysfunction and is often sought for expert guidance. Patients and staff find him to be extremely competent and he always goes the extra mile to assist patients with their specific needs. He identifies system problems encountered in his practice and works diligently for a win-win solution. He has been a significant contributor in the area of respiratory therapy, smoking cessation, asthma and COPD. Mr. Hermann was the first nurse practitioner at this facility to obtain in-house privileges, rounds with the pulmonologists, works with residents, fellows and staff in providing care for admitted patients. He has assumed the role of coordinator for the medical bronchoscopy team, providing conscious sedation for those patients in addition to his many other roles.

Establishes and maintains an educational plan to support professional career development with demonstrated innovative outcomes in nursing practice. Each semester Mr. Hermann is requested by local universities to precept their nurse practitioner students (namely, Wayne State University and University of Michigan). He is an excellent educator resource and role model for students, as well as, staff. He does frequent staff presentations on topics such as, "Asthma Update" and "Current Practice Guidelines for the Assessment and Treatment of COPD". He also presents patients who have a great teaching potential to fellow nurse practitioners, interns, residents and medical staff. Mr. Hermann has completed application for adjunct faculty for Wayne State University.

Collaborates effectively with other health care colleagues. Mr. Hermann’s role requires that he collaborate with a number of other health care colleagues, both professional and non-professional and he does this with ease. He works well with medical staff (residents, fellows and medical staff) on a daily basis; must interact well with staff nurses in his outpatient/inpatient role; collaborates with
respiratory therapy and medical staff in the regular performance of coordinator of medical bronchoscopies; collaborates with social work, prosthetics, physical and home health nursing in the area of home oxygen requirements and has revised many of these processes in order to decrease patient-stress and concern. He is currently collaborating with these disciplines in the development of a pulmonary rehabilitation program. He is an active member of the Dingell VA Nurse Council, which regulates practice; an active member of the Nurse Practitioner Council, regulating nurse practitioner practice at this facility; and generally serves in any role that he is requested from nursing/hospital administration. Additionally, he is well known at local universities and works well with professors and students to achieve their educational goals during clinical rotations.

**Demonstrates effective use of research to impact health care outcomes.** Mr. Hermann is a member of the Nursing Research Committee and has recently submitted a research project for approval from Wayne State University Human Investigation, to assess quality of life for lung cancer patients under care at the Dingell VAMC. Results of this study are expected to improve quality of life for these patients (who often have dismal results of both surgical and medical treatment options) in the area of patient control and improvement in functional status. Other research that he has participated in include, “Social and Economic Variables as Indicators of Illiteracy in Health Care”, resulting in the following publication:


Another research project where he participated as a graduate assistant, was called, “Partnership for Cultural Competency: Enhancing Health Service Quality and Access with the Arab Community” resulting in the following publication:

"Diversified Nursing Practice in Ambulatory Care", Nursing Economics, May-June 1993, 11(3), 176-179.

Mr. Hermann is currently participating in the organization of an active research program to include monthly research flyers to staff nurses describing nursing research results and methods to apply them to their practice.

**Demonstrates integrity and adherence to the profession's code of ethics.** Mr. Hermann can always be relied to hold the highest ethical standards for his practice and for those with whom he works closely. Placing the patient as first priority and respect for the patient's autonomy keeps Mr. Hermann focused. Adhering to a principle that ‘an informed patient will be a more compliant patient’ is one that is paramount in his practice. Mr. Hermann’s integrity is above reproach and he is always found “doing the right thing” even if it is not the most popular route.

**Develops strategies including appropriate actions to improve organizational performance related to resource utilization.** All VA facilities have been faced with the challenge of “doing more without a dramatic increase in staff” relative to increasing enrollments, priority of service-connected veterans, backlog of patients, etc. With this as a ‘backdrop’, Mr. Hermann has been an active participant in volunteering to organize and participate in the weekend primary care clinics in an effort to reduce the backlog of patients and to allow service-connected veterans to be cared for in a timely manner. His participation and contribution have been enormous in this area and the outcomes are demonstrable in our statistics. Because there is a paucity of case management for outpatients at this facility, Mr. Hermann has submitted a white paper to leadership outlining a plan for, either extension of current case managers’ roles to the outpatient arena, or expansion of the prevention nurses’ role to include case management of the most difficult-to-manage patients. Examples would include
patients with travel difficulties (coordinating appointments), assistance with non-adherent diabetic patients (with frequent telephone calls to assess home management), patients with frequent admissions/exacerbations of COPD (visits and telephone calls to assess home management), hypertensive patients whose blood pressures have not reached goal (home monitoring, assessing blood pressure diaries, collaboration with provider for medication adjustments), smoking cessation and other management problems as the needs arise.

**Promotes the image of nursing and the nursing profession within the community.** Mr. Hermann has served in the community on a Speakers Bureau in the area of asthma, COPD and rhinitis; serves as a current clinical preceptor for nurse practitioner students for WSU and University of Michigan; serves as an instructor for Associates in Medical Education to teach ACLS (Advanced Cardiac Life Support) for southeast Michigan; taught "Testicular Cancer and Self Exam" to a group of high school students in Redford, Michigan and taught several other topics to local high school and elementary students, including "Summer Safety", "Boy to Man" and "Infection Control in School"; taught "Risk Reduction in Heart Disease" to a group of senior citizens in Dearborn, Michigan and several other retirement villages; taught "Smoking Cessation Counseling in an Office Setting" in Grand Rapids, Michigan; served on the Michigan League for Nurses Speakers Bureau; presented "Dynamic Strategies for Recruitment & Retention" at a Michigan League for Nursing Annual Conference and other local presentations. He has presented nationally in June, 2002, "Global Initiative for Chronic Obstructive Lung Disease: Applying the Gold Standards to your Practice" at the annual conference of the American Academy of Nurse Practitioners (AANP) in Reno, Nevada. His abstract: "Assessment of Sleeping Disorders in Acute and Primary Care Settings" has been accepted for presentation at this year’s AANP’s annual conference in Anaheim, California and the Second Annual Advanced Practice Conference, sponsored by the Michigan Council of Nurse Practitioners in Dearborn, Michigan this March. Mr. Hermann’s list of professional organizations is lengthy and includes the American Academy of Nurse Practitioners, American Nurses Association, Michigan Nurses Association, American Heart Association and the Michigan Council of Nurse Practitioners where he is the president-elect. In this role, he will be extremely influential in molding the role of nurse practitioners for the state of Michigan, working closely with both nurse practitioners and state legislators to enhance the status of this important health care professional. Mr. Hermann is an exceptional role model and represents nursing and this VA facility in an outstanding way within the community and beyond.

2. I highly recommend this outstanding John D. Dingell VA staff nurse practitioner to you for this prestigious award.

M. Patricia Lange, PhD, APRN, BC
Nomination for Secretary's Award for Excellence in Nursing

JAMES HORSTMUYER, RN, STAFF NURSE
VAM&ROC, Wilmington, DE

Demonstrates effective, quality nursing practice in a positive manner within the health care system.

Mr. Horstmyer works in the dual role of staff nurse in Pre-Op Testing and Community Health. He is self-directed and these roles afford him the opportunity to function most of the time independently.

In the past year, there have been modifications in the responsibilities that Jim assumes. The patient population in pre-op testing has changed in the past year. Since vascular surgery has now broadened its practice to include the Lebanon VAMC patients, Jim has assumed the role of contact person with these patients' case manager. This is necessary so that the Lebanon patients receive the same quality of care afforded to "our" patients. This required that Jim modify and change the routine pre-op work up that we normally provide. He has created a grid to track the progress of the Lebanon patients allowing our pre-op testing staff to view testing that has been completed and testing that still needs to be done. It also identifies tests or procedures that may have been missed or overlooked that can be ordered by the surgeon prior to the patients' arrival. The results of his efforts are promising; the Lebanon patients are extremely satisfied with the care they have received which stems back to their initial encounter in pre-op testing with Mr. Horstmyer. In his role in community health, Jim is now an active participant in the interdisciplinary discharge rounds. Here he can share his expertise on the guidelines and available home care services to improve the discharge planning and decrease the patients' length of stay. Mr. Horstmyer intervenes and serve as the patients' advocate when unrealistic expectations are requested for a patient to receive at home, preventing the patient from being discharged before they are ready and avoiding costly re-admissions. Other nurses, physicians, social workers and therapists seek Jim out as a resource in community health.

Establishes and maintains an educational plan to support professional career development with demonstrated innovative outcomes in nursing practice.

Jim recently completed the Master's Degree program for Nurse Practitioner at Wilmington College. Completion of the adult nurse practitioner program has prepared him to assume a nurse practitioner position in this facility. He has attended numerous nurse practitioner related seminars and professional meetings to prepare him for his future role. He is an active member of his the local chapter, Delta Tau, of Sigma Theta Tau. Jim willingly assists in the education of nursing students rotating through his assigned area.

Collaborates effectively with other health care colleagues.

Jim and a colleague are currently involved in attempting to obtain a contract with a home IV infusion company. He has recognized the importance of this need and is in contact with several companies that provide this service. Jim's role in pre-op testing requires he collaborate with physicians, anesthesia, nurses and support services to prepare a patient for surgery. An example of this collaboration is the interaction he has with those previously mentioned staff when preparing a patient for surgery with multi-system failure. He discusses issues that could arise and jeopardize the goal for a positive surgical outcome. On more then one occasion he has discovered that the patient has a cardiac history that the patient failed to mention to his surgeon. This evaluation may result in the patient needing a stress test and perhaps his surgery postponed until all of the tests are completed and reviewed.
In the CHNC setting, Mr. Horstmyer collaborates with physicians, nurses, social workers, secretaries, dietician, physical therapist, occupational therapist, and psychiatrist to ensure that the patient receives the needed care at home. Recently a patient in the community was having a problem maintaining cleanliness of his home, which could have been a fire hazard for home oxygen. Jim’s expertise was sought by a center leader to assist with this problem. Through collaboration with the oxygen supply company, the subcontracted home respiratory therapist, a visiting agency, a county social worker and the local public health office a positive outcome was achieved. By Jim’s efforts to contact and collaborate with all of these different resources the patient’s home was renovated to make it safer and have his home oxygen therapy continue. As a result of this positive outcome, the community health nurse coordinators are now a part of the Respiratory Care Committee to provide input regarding home oxygen issues.

This same collaboration is required when community nursing home inspections are completed. The inspection team discusses issues that may need to be addressed prior to agreeing to contract with a specific nursing home. Interaction with the nursing home administrative staff is needed to ensure that they are aware of our expectations for our veteran guests.

Demonstrates effective use of research to impact health care outcomes.

In pre-op testing, research is an integral part of the ongoing processes to better meet the needs of changing patient population; adjust to changes in technology and new medications. An example of Jim’s research is when he designed a standardized practice for surgical patients who were using blood thinners such as coumadin, plavix or NSAIDS. Jim researched the literature and sought input from the primary care physicians, anesthesiologist, surgeons and radiologist to facilitate this change. Another example was when involvement with the rheumatologist he was able to meet the needs of our arthritis patients by allowing them to continue their medications when scheduled for surgery. This information was shared with the surgeons who agreed with Jim’s findings.

Mr. Horstmyer and his other RN team member did an informal research project to identify the number of inappropriate visiting nurse consults generated, which were about 30%. A formal meeting was held with the social workers, case manager and physical therapist to explain the criteria needing to be met before a referral was initiated. This initiative has resulted in a decrease of inappropriate consults and more timely referrals.

Jim’s research of herbal medications has resulted in a change in preop patient preparation. A list of herbal medications that may have adverse affect on clotting, blood pressure and anesthesia are now included as part of the preop workup. This result is improved patient awareness of not only the known benefits of herbal medicines but also the possible complications of such medications. The patients are now aware of the need to discuss herbal medications with their providers resulting in positive surgical outcomes for our patients.

Demonstrates integrity and adherence to the profession’s code of ethics.

Jim recently consulted the ethics committee with a dilemma. The VA is paying for a 24-hour live-in caregiver so that the patient may continue with hospice care. However, the hospital is threatening to remove the 24-hour caregiver if the patient does not comply with his medical treatment. If he complies with the medical treatment, he will no longer be in compliance with the hospice guidelines and their services will be terminated. The decision from the Ethics committee is that the patient can come to our Nursing Home Care Unit for his remaining days after his assets are depleted in his home setting.

In the CHNC setting Jim is faced with many ethical dilemmas, mostly relating to patient discharges. Instead of telling patients that all of their home care services once discharged will be adequate, Jim gives them the information they need so the patient can realistically assess if they can function at home or need to seek further assistance such as nursing home placement.
Develops strategies, including appropriate actions, to improve organizational performance related to resource utilization.

As one of the community health nurse coordinators, he no longer has to seek prior approval for home health aid services from the Chief of Medicine or the Chief of Staff. As a result the emphasis is placed on him to analyze financial resources when providing care for the veterans. Over the past year he has assisted in informal research to determine the most cost effective, high quality home care services in the surrounding area, specific to home health aid services. The reason for finding these available resources was due to a growing shortage of home health aid services for our veterans in need of these services. The community health care coordinators have compiled a list of the most affordable, high quality agencies for those veterans who need this care. This information is routinely shared with our patient and their families. Jim’s efforts have not only resulted in satisfied patients, receiving quality care, at an affordable rate but have expanded the available agencies to which our patients can be referred. He also lobbied to have patients needing home health aids to be referred to unlicensed agencies after the guidelines were reviewed. If Jim had not pursued this change, there would not be the abundant resources currently available.

Promotes the Image of nursing and the nursing profession within the community.

Jim’s interactions with the many agencies he utilities in his community health role reflects positively not only on himself but also this hospital. He is a positive role model who interacts in a professional manner at all times. When involved in nursing home inspections he presents a positive image worthy of respect.
<table>
<thead>
<tr>
<th>Nominee's Name</th>
<th>Patricia Johnson</th>
<th>Position: LPN, HBPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominated By</td>
<td>Nancy Schmid, RN, Program Director, HBPC</td>
<td>January 2, 2003</td>
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The Home Based Primary Care (HBPC) nursing team would like to nominate Patricia Johnson, LPN, for the Secretary's Award for Excellence in Nursing. Ms. Johnson has been an LPN in the home care setting for 12 years. She continuously demonstrates excellence in the nursing care she provides to the veteran patient and their family. She demonstrates an effective role in improving and delivering patient care to veterans by reporting her observations in a timely manner to members of the healthcare team and ensuring action is taken to address her concerns. She has reported new rashes, changes in vital signs, changes in wounds, and other conditions to the nurse or provider and this has resulted in appropriate medication changes to the veteran patient. These changes prevented further complications or untoward side effects. These changes are reported promptly and Ms. Johnson follows up to make sure that her concerns are addressed for improved treatment of the veteran. She provides excellent patient teaching, seeking out and utilizing written material to enhance patient education. She documents thoroughly utilizing computerized charting information given and patient understanding.

Ms. Johnson works well with the health care team, providing outstanding care to the veteran patient. She participates weekly in the interdisciplinary conference and reports important information to the team. She is zealous in her concerns for patients and repeatedly addresses home care equipment needs until appropriate equipment is obtained. In one instance, a severely contracted patient was having difficulty maintaining an elevated head of bed for tube feedings, despite having a hospital bed, due to his contractures. Ms. Johnson tried several different interventions to address this condition and repeatedly reported back to the team failed interventions until a successful intervention was implemented. This greatly relieved the stress on the caregiver and prevented the repeated aspirations that were occurring prior to this intervention.

Ms. Johnson improves job-related skills through individual continuing education plan with demonstrated performance improvement. She is self-directed in identifying her learning needs, and attends in-services such as safe-driving skills, care of the Alzheimers patient, CARE training, computer skills introduction to WORD, Pain education awareness day, and Telehomecare grand rounds, all of which are extremely pertinent to her position. She utilizes obtained knowledge to promote better pain management, dementia care, and safety at the workplace.
Ms. Johnson is recognized by co-workers for excellence in the provision of care. Each nurse in HBPC provided input for this nomination. She is assigned veterans based on her skills and knowledge and each nurse knows that she is able to handle any situation that may develop in the home. She has excellent customer service skills and has handled very upset customers and families with care, often resolving the complaint immediately. Her calm nature and excellent listening skills are recognized by all. She is a respected member of the health care team and participates in unit programs to improve organizational performance.
Ms. Shirley Cline, PCA is currently employed on the evening tour of duty. She has been under my supervision since November 1999. During this period she consistently demonstrates commitment to improving the delivery of care in accordance with the medical center’s and our unit’s performance improvement strategies.

1. **Demonstrates an effective role in improving and delivering patient care to veterans.**

Ms. Cline’s delivery practices consistently exceed expectation by an exceptional degree. She assesses our delivery of care practice and offers suggestions for improvement. For instance, following our conversion to a flexible work schedule she noticed that the nursing assistants on the evening tour of duty were experiencing delays in receiving report because the nurses were no longer changing their shift and were busy with care issues. This she observed resulted in an increase of unproductive time. Ms. Cline stated, “I understand the nurses are busy and that they all like the 12 hour shifts and also I know we have to try to keep them with us therefore, I have a suggestion. Why can’t we have an end of shift report among NAs while we wait for the nurses? This will give the nurses time and we could ‘round’ an together then sit down for a direction from our nurses?” I offered my support and within a few hours Ms C. presented me with a draft. We made a few adjustments, presented the idea to the staff and conducted in-services (Ms C. and I) then piloted the NA of Shift Report on two teams and the following week the NAs were actively involved in the ‘NA End of Shift Report’. An evaluation of the process revealed increased productivity, moral and the NAs began to display an increase sense of empowerment.

In yet another instance, she suggested we develop templates to facilitate focused documentation of care by our NAs. She collaborated with two nurses (RN & LPN) and a template was developed which was later presented to our Patient Care Center Director, modifications were made and it is now being used across the Medical Center. Ms Cline served on the unit base delivery of care planning committee and willingly attended meetings, even on her days off.
2. Works with the RN and health care team to provide outstanding care to the veteran patient.

Ms. Cline makes frequent makes rounds and notifies the RN's and health care team of all she observes. One nurse remarked, "When I am working with Ms. Cline I can always depend on her to help monitor my patients". Another Ms T., remarked, "When she says run I run because I know something is happening", "I like how she works. She takes initiative and does what she has to do. Ms Cline always consults and refers patients to us as needed." Collegiality and caring are hallmarks of her practice. Ms Cline refers to her nurses as "My nurses". A staff nurse once said, "When I was new Ms. Cline called me into the room, the patient was cold and clammy, she ran for the glucometer and blood pressure machine and called for the doctor." The patient was found to be hypoglycemic was stabilized and the transferred to the ICU. She reports subtle changes to the health care team and painstakingly works at applying identified strategies to prevent and manage decubitus ulcers. She is very instrumental in the prevention of ulcers and is responsible for the absence of the development of ulcers and the aggressive approach to the management of skin care by her team. Ms. Cline is extremely committed to her patients. One example is the time she called while on vacation to check on a patient's ulcer.

3. Improves job-related skills through individual continuing education plan with demonstrated performance improvement.

Ms. Cline has an undying quest for knowledge and as such request to attend the PCA class and now utilizes the HBA skills whenever the opportunity arises. Consequently, patients are admitted to the unit in a timely manner and patients are discharged as per policy. Ms. Cline also completed a Nurse Technician program offered by the National Health Care Association, which she attended on her days off. In addition, she completed all her mandatory requirements for the year 2002-2003 already at this point in time for this fiscal year. She also shares her knowledge and skills without hesitation and is often consulted by her peers.

4. Is recognized by co-workers for the excellence in provision of care.

Ms. Cline has gained the respect of her peers. New hires often express their appreciation for the help and mentoring she provides to the interdisciplinary staff. One Nursing Assistant remarked, "I want to be like Ms. Cline in a few years. Everybody respects her and she teaches us so much, I won't let her down". A dietitian once said, "Just put Shirley on top of the calorie counts sheet and you won't go wrong. She is so thorough". Ms. Cline is a role model and mentors to many. She consistently uses her influence to advance the goals and objectives of the units and medical center and does so in the most unassuming manner. She is admired by all. "Ms. Cline", as she is referred to, is respected by our entire interdisciplinary team.

It is without hesitation and an immense sense of pride that I nominate her for the Secretary's Award Program for Excellence in Nursing. Ms. Cline is a most valuable asset to our Medical Center.

Alison Marsh, CNM
Ward 7C
It is with great pride that the Nurse Executive Team of the Central Alabama Veterans' Health Care System (CAVHCS) nominates Linda F. Watson, Director, for the Secretary's Award for the Advancement of Nursing Programs. Ms. Watson's VA career has been characterized by continuous, sustained support of the profession of Nursing and its caring values.

a. Ms Watson has demonstrated support of nursing as a unique and contributory discipline at CAVHCS.

- Ms. Watson's leadership and support have fostered an environment in which Advance Practice Nurses are vital partners in the provision of high quality patient care in virtually every section of this large, multidivisional health care system. In addition to functioning as providers, Advance Practice Nurses are coordinating the Compensation and Pension Program, the Occupational Health Service, the Diabetes Center, the Employee Wellness Program, several Mental Health programs and the Women Veterans Program at CAVHCS.
- Ms. Watson was the driving force at CAVHCS behind the development, implementation and evaluation of a strong program of Nursing Care Management for high-risk populations including oncology, diabetic, cardiovascular, geriatric, and renal patients. Care Management has resulted in significant enhancements in continuity of care, cost savings and patient and staff satisfaction.
- Ms. Watson supported the development of a full-service interdisciplinary program for diabetic patients, proposed and managed by nursing staff. This team utilizes existing data bases to identify patients requiring services, and works with providers to assure that education, care management, medical management, and preventive care are provided according to each patient's needs. This newly implemented program has already been successful in bringing CAVHCS into compliance with VHA Preventive Measures for patients with Diabetes.

b. Ms. Watson has created an organizational climate ensuring maximal involvement of nursing as a clinical practice discipline at CAVHCS.

- Ms. Watson has implemented a structure in which nurses at the unit level are assuming roles within a patient focused framework such as Patient Care Team Coordinator and Clinic Coordinator. At the next organizational level, each Clinical Service Line is co-managed by a physician and a nurse executive. The senior executive nurse, the Associate Director for Patient Care Services (AD for PCS), is a member of the Management Pentad. One feature of the role of the AD for PCS at CAVHCS is its leadership of the daily executive morning report, in which regular and unusual events are analyzed as they occur, and interdisciplinary plans of action are developed, implemented and evaluated. Through this structure, the unique leadership and coordinating skills of the nurse are employed at every organizational level.
- Under Ms. Watson's leadership, a nurse-managed patient safety program has transformed CAVHCS into a benchmark facility. Anonymous reporting and real-time analysis of incidents have reduced falls by 48%. An interactive, automated form has made incident reporting easy and meaningful. This form has been requested for use in over sixty other V.A. facilities.
CAVHCS' nurse-led patient safety program has been selected for presentation at the 2003 national VA patient safety conference in Las Vegas.

c. Ms. Watson has identified and facilitated maximum support services to enhance the optimum functioning of nursing personnel throughout her V.A. career.

- As Clinical Services Manager of VISN 5, Ms. Watson was the champion for Nursing Research. She personally mentored nurses through the proposal and approval process of a VISN-wide diabetes project testing the efficacy of several innovative nursing models of care, and was instrumental in obtaining significant financial support for the research.
- As Clinical Manager in VISN 12, Ms. Watson was one of the pioneers in obtaining the necessary resources to implement a VISN centralized Nurse Call Line (Telephone Care).
- Ms Watson has provided the tools to empower CAVHCS nurses to continue to enhance their contributions to VHA. She has provided funding for nurses to visit such facilities as the Washington VAMC to study its Diabetes Program, to the Tampa VAMC to learn about its Magnet Certification Process and its safety programs, to the VA in Atlanta to learn about its nurse staffing systems, and to the VAMC Buffalo to study its achievements in Customer Services.
- Ms. Watson has encouraged and funded Nursing's efforts to enhance services to long-term patients, based upon research and best practices in the fields of Nursing and Extended Care. Nursing staff skills were upgraded and practice protocols were expanded to avoid the need for patients to be moved from their familiar Nursing Home surroundings to acute hospital beds for many health conditions. This led to improved continuity of patient care and increased nursing staff satisfaction. Ms. Watson has dedicated resources to implement staff proposals for improvement of the Nursing Home environment as evidenced by research-based improvements in the unit for patients with dementia, the recent opening of two Florida Rooms adapted especially for Nursing Home patients, and the construction of a safe, outdoor therapeutic wandering area for this special group of patients.
- Ms. Watson remains in constant contact with the needs of nurses and other clinicians through a highly visible management style and dialogue with staff and patients. She acts immediately when advised of resource needs to enhance patient care and safe practices, always insisting upon state-of-the-art equipment, supplies, informatics and structures to support the practice of Nursing.

d. Ms. Watson has demonstrated a commitment to support the full professional role of nurses and to foster their career growth and development.

- With Ms. Watson's encouragement and support, CAVHCS annually sponsors a conference for Advanced Registered Nurse Practitioners. This conference has become very popular among VA and non-VA Nurse Practitioners in the southeast United States as a way to network and advance their professional growth.
- Ms. Watson has fully supported this Nursing Service's proposal to pursue Magnet Certification for our Nursing Programs.
- Ms. Watson is a strong advocate for nurses' participation in the High Performance Development Model. She has supported nurses' participation in VA's national and local scholarship programs, tuition support, and upward mobility programs. During the past fiscal year, nurses have been mentors, coaches and participants in programs including Action-Based Leadership and

Secretary's Award Nomination
Linda F. Watson

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Leadership for Results. Nurse Managers recently participated in a semester-long CAVHCS funded Management Certification Course offered by Auburn University. In December 2002, nurses and other clinical staff planned and implemented a unique Clinical Summit, in which CAVHCS nurses, physicians and others spent a day off-station being updated on issues, trends and research in VHA clinical practice. Through a combination of creative scheduling and supervisory coverage of patient care duties, over two hundred clinicians were able to participate in this event.

e. Ms. Watson has been recognized for the advancement of Nursing.

- Ms. Watson’s support of Nursing Programs spans many years of dedicated service. As far back as the 1980’s, Ms. Watson was recognized by Marshall University for her innovative implementation of a partnership in which VA and Marshall presented educational offerings to earn funding for nurses to return to school.
- In 1992, Ms. Watson was recognized by the Southern Pennsylvania Area Network of Directors for her work with nurses and administrators to refine the referral process for patients among area facilities.
- Also in 1992, Ms. Watson was recognized by her VISN for addressing a budget shortfall by decentralizing the Nursing Service budget at a time when others were centralizing fiscal management. This bold move was successful in achieving budget control, and empowered nurse leaders to demonstrate their competence in managing VHA resources in a cost-effective manner.
- Perhaps the highest recognition a Nursing Program can receive is a vote of confidence by our veterans. In CAVHCS’ most recent Nursing Home Satisfaction Survey, our percentage of patients who trusted their nursing staff was in the high 90’s; several units achieved 100% in this element. This stunning recognition, along with our continually rising scores in patient and staff satisfaction throughout CAVHCS, is only possible with the continued and ongoing support of an outstanding Director, Ms. Linda F. Watson.

/s/ Judith L. St.Onge, PhD, RN, CHE
Associate Director for Patient Care Services

Concur/Do not concur

Larry R. Deal
Director, VISN 7

Secretary's Award Nomination
Linda F. Watson
3
Nurse Excellence Award-Nurse Executive

It is with pleasure that the Nurse Executives from VISN 20 with the support of Dr Les Burger, VISN 20 Director, and Tim Williams, Director of the PSHCS, nominate Ms Frankie Manning for the Nurse Excellence Award-Nurse Executive Category. Ms Manning has been the Nurse Executive for the Seattle VA, now combined VA Puget Sound Healthcare System (VAPSHCS), since 1981. During this time she has consistently fostered the growth and development of nursing staff and clinical programs, provided the vision and driving force in developing new programs, and actively participated in the leadership of the Medical Center. She is a member of the Executive Board and has nursing representation on all Medical Center standing committees. In alignment with the vision of VAPSHCS “to exceed customer expectations, develop better ways to deliver quality healthcare, and to provide an environment that empowers and inspires excellence,” Ms Manning has created nursing initiatives that support this vision. In 1994 she established the Same Day Unit in collaboration with Medicine, Surgery, and other support services. This mirrored what was happening in private sector hospitals and greatly reduced the cost of one and two-day lengths of stay for minor surgery and most diagnostic procedures. Central to this program was an admitting unit that smoothed the transition to inpatient areas. Patients, family members, and employees were all favorably impacted by this initiative.

In spite of her many responsibilities, she initiated creation of the Outreach Health Screening Program that has served the veteran population throughout Western Washington. Additionally, in collaboration with the Vet Center in Bellingham, WA, the Washington State Department of Veterans Affairs, the United States Army Reserve, and the Community Care Interfaith Clinic, she facilitated the integration of a Continuous Care Clinic. Over the past five years she has volunteered many Saturdays to this clinic. On one occasion, she was instrumental in assisting a veteran presenting to the clinic with a heart rate of 30 to the nearest emergency room. After receiving a pacemaker, the next day he expressed his gratitude to Ms Manning for saving his life. This is one example of numerous positive outcomes associated with this clinic.

Ms Manning has continuously been a leader in designing and supporting programs for improving patient safety. In 1992 she led Nursing to be one of the first services to promote computer technology to support safe clinical practice. In 2001 she worked with members of the interdisciplinary team to develop and implement policies for a restraint free environment. She advocated and obtained resources for smoking cessation programs as well as health promotion, patient education, wound care, critical care nursing, oncology nursing consortiums, and women’s health to name a few.

In 1991 Ms Manning chaired the Region’s Women Veterans Advisory Committee and prior to any national funding intended solely for women’s services, she supported a Woman Veteran’s Coordinator position at PSHCS. Through her actions, many women veterans are now receiving primary and specialty care.

With Ms Manning’s support, leadership and consolidation has occurred across the two divisions of the Medical Center. Overall, patient and staff satisfaction are high, leading the nation in national surveys.
Ms Manning was successful in recruiting staff during a time of severe nursing shortage during the years between 1987 and 1991. She collaborated with nurse administrative staff, U.S. Army Reserves, and local community colleges and designed and operationalized a project called Adopt-A-Student Nurse program. Participants received tuition, a stipend, and mentoring in exchange for a service commitment. During this time she also obtained support for the Baylor Plan, which assisted in retention of experienced critical care nurses. She also strongly supported the VALOR program and was able to bring in numerous students. Recruitment of these individuals to the VA was approximately eighty to ninety percent. With a futuristic view of the nursing profession Ms Manning set up a program for the Seattle School system and proposed a Partnership Project with the middle school adjacent to VAPSHCS. Students meeting the program objectives were trained on some basic health care skills that would allow them to support the care delivery system. A designated RN coordinated the program. Ms Manning obtained funding for this project from a variety of sources, i.e. local corporations, and private contributions. It was recognized in the community with the Hands and Hands Award, a local recognition for intergenerational work. It was featured in the video “Building the Future VA with Student Outreach Programs.” In the past many of these students would not have completed secondary school, yet with this opportunity 87% of the 34 students have graduated from High School. Several are now in college, one is in a BSN program, one in a Pharmacy program, and another in radiology technology.

In recognition of the critical shortage of nursing faculty, Ms Manning collaborated with the Deans of several schools of nursing. Several members of the nursing staff were provided clinical faculty appointments and used the VAPSHCS for their clinical experiences. These collaborative partnerships were showcased nationally by VACO demonstrating Shared Faculty Models as alternative approaches to nursing education, and presented at the AACN’s 2002 Baccalaureate Education Conference on innovations in Changing the Face of Baccalaureate Education. These types of strategies also led to enhanced job satisfaction for staff and contributed to staff retention.

Ms Manning has also opened the door to international colleagues. She has provided leadership for Japanese students and faculty by assisting them with educational clinical exchanges within the VA and community sites. She has also hosted nurses from Great Britain, Australia, Ireland, Eastern Europe, etc. and allowed them to have clinical experiences at the VAPSHCS.

Ms Manning holds three clinical faculty appointments from three of the university based schools of nursing. She is a role model to all staff holding clinical faculty appointments. She has assisted in supporting ten VALOR students per year and numerous other tuition programs for nursing education such as the NNE, EISP, and the EDRP.

Ms Manning is keenly aware of the challenges the VHA faces with the aging workforce and has actively supported succession planning. It is not uncommon for her to target staff for professional growth and bring in outside offerings to address either a learning need or an offering she forecasts as a need. She works closely with the Center of Education and Staff Development in meeting the growth and development needs of nursing personnel. Currently 20% of the Puget Sound nurse managers are enrolled in the collaborative consortium that she is a founder member on Leadership Development.

Ms Manning has received numerous awards from Veteran’s organizations and from the Inspector General. As a LTC in the U.S. Army Reserves, she was decorated for
meritorious service with the Legion of Merit Award. In 1998 she received the House Minority Affairs Award for her leadership in development of job opportunities for the socially disenfranchised, some of whom were homeless or recovering drug addicts. She believed in those individuals and would not give up on them, when other rehabilitative opportunities did not readily exist. Through her vision and leadership, educational, vocational, and job training programs were developed for these veterans.

Recently Ms Manning's proposal for a VA Traveling Nurse Corps has been recognized by VACO as a response to the national VA nurse shortage. Pilot test sites have been established in four different VA facilities including Manhattan, San Diego, Tampa, and VAPSHCS.

In February 2003 Ms Manning was the first nurse in the history of the King County Board of Health to be appointed by the elected Board members as one of three health professionals who serve as citizen public health experts. These experts assist the Board in dealing with complex and often technical public health issues. She was awarded this honor by the King County Labor Coalition, and attending the ceremony were the Mayor of Seattle, the Governor of Washington, and the King County Executive Board.

Ms Manning has led PSHCS to be one of four VA Medical Centers nationally to partner with the DOD in a joint venture. She has been instrumental in the success of this collaboration with her well-established professional ties with the military.

Ms Manning was the first Minority Veteran's Program Director at PSHCS and brings coalitions of minority groups together including woman veterans and those veterans with PTSD. Through Ms Manning's leadership there is increased awareness of their special needs. Families are better integrated into the development of healthcare partnerships to support positive outcomes for these patients.

Ms Manning has 36 years with the VA and is a retired Colonel of the US Army. She served in desert Storm where she directed a general hospital for our soldiers.

Ms Manning is an asset to the Veteran's Healthcare System and deserving of the Nurse Excellence Award in the Nurse Executive Category.
FROM: Vivian Drake, Office of White House Liaison (202-273-4841)

ORGANIZATION: Department of Veterans Affairs

TELEFAX NO.: 202-273-4879

MESSAGE: Thanks!
April 25, 2003

MEMORANDUM TO: Misty Marshall  
President's Messages

FROM: Bonnie Carroll  
Deputy White House Liaison

SUBJ: Presidential Message Request

Traditionally, a Presidential letter is prepared for the recipients of the Secretary’s Award for Excellence in Nursing. This award honors Nursing Service personnel actively engaged in the care of veteran patients at Department of Veterans Affairs (VA) health care facilities.

Secretary Principi is requesting a Presidential Message for the following Department of Veterans Affairs employees: Christopher Hermann, APN, James J. Horstmyer, RN, Patricia Johnson, LPN, and Shirley Cline, NA.

Additionally, Ms. Linda Watson, Director, Central Alabama Health Care System, has been selected to receive the Secretary’s Award for the Advancement of Nursing Programs for 2003. This award recognizes a medical center director who has achieved distinction in VA’s nursing program thereby enhancing the VA’s quality of patient care.

We would also like to honor Frankie T. Manning, RN, as the recipient of the new Nurse Executive category in the Secretary’s Award for the Advancement of Nursing Programs.

Attached for your use is proposed draft letters as well as additional background information. The VA is planning a ceremony in their honor on Monday, May 5, at 2:00 p.m. Secretary Principi will present these letters with their awards. Once the letters have been signed, please call me so that we may arrange for pick up, if possible, no later than Friday, May 2. I know the employees will cherish a letter from the President.

If you have any questions, please call me at (202) 273-4838.
Dear Ms. Manning:

Congratulations upon your receipt of the 2003 Secretary’s Award for the Advancement of Nursing Programs from the Department of Veterans Affairs. This award is given in celebration of your important contributions to sustaining and supporting nursing programs designed to provide high quality health care to our nation’s veterans.

Your hard work and dedication to providing quality care for our veterans demonstrates your commitment to your profession. I commend you for your compassionate service benefiting the health and morale of those who fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,
Christopher Hermann, APN
John D. Dingell VA Medical Center
4646 John R
Detroit, Michigan 48201-1932

Dear Mr. Hermann:

Congratulations on receiving the 2003 Secretary's Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America's freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
James J. Horstmyer, RN  
Wilmington VAMROC  
1601 Kirkwood Highway  
Wilmington, DE 19805  

Dear Mr. Horstmyer:  

Congratulations on receiving the 2003 Secretary’s Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.  

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America’s freedom.  

Best wishes for continued success.  

Sincerely,  

George W. Bush
Patricia Johnson, LPN
VA Western New York Health Care System
3495 Bailey Avenue
Buffalo, NY 14215

Dear Ms. Johnson:

Congratulations on receiving the 2003 Secretary’s Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Shirley Cline, NA  
Bronx VA Medical Center  
130 Kingsbridge Road  
Bronx, NY 10468

Dear Ms. Cline:

Congratulations on receiving the 2003 Secretary’s Award for Excellence in Nursing for the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true Spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service that benefits the health and morale of those who have fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
Dear Ms. Watson:

Congratulations upon your receipt of the 2003 Secretary’s Award for the Advancement of Nursing Programs from the Department of Veterans Affairs. This award is given in celebration of your important contributions to sustaining and supporting nursing programs designed to provide high quality health care to our nation’s veterans.

Your hard work and dedication to providing quality care for our veterans demonstrates your commitment to your profession. I commend you for your compassionate service benefiting the health and morale of those who fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,
Christopher Hermann, APRN, BC, Detroit, MI
Christopher Hermann is an Advanced Practice Registered Nurse at the John D. Dingall VA Medical Center. Mr. Hermann is considered an expert in Chronic Obstructive Pulmonary Disease, asthma and sleep dysfunction. Patients and staff find him to be extremely competent, going the extra mile to assist patients with special needs. He has been a significant contributor in the area of respiratory therapy and was the first nurse practitioner in the medical center to obtain in-house privileges. Mr. Hermann is a member of the Nursing Research Committee and has recently submitted a research project for approval from Wayne State University Human Investigation. Many of his previous research projects resulted in publication. Mr. Hermann’s list of professional organization is lengthy and includes the American Academy of Nurse Practitioners, American Nurses Association, Michigan Nurses Association, American Heart Association, and the Michigan Council of Nurse Practitioners where he is president-elect. In this role Mr. Hermann will be extremely influential in molding the role of nurse practitioners for the State of Michigan. Mr. Hermann is an exceptional role model and representative for nursing.

James Horstmyer, RN, Wilmington, DE
Jim recently completed the Master’s Degree program for Nurse Practitioner, and is an active member of his local chapter of Sigma Theta Tau. He has recently expanded his role of preop testing for vascular surgery to include patients referred from Lebanon, PA. This role requires he collaborate with physicians, anesthesia, nurses and support services to prepare a patient for surgery. He designed a standardized practice for surgical patients who were using blood thinners such as coumadin, plavix of NSAIDS. He also researched herbal medications and their possibly adverse affect on clotting, blood pressure and anesthesia. Patients are now aware of the need to discuss these medications with their providers. Jim’s interactions with the many agencies he uses in his community health role reflects positively not only on himself, but also the hospital.

Patricia Johnson, LPN, HBPC, Buffalo, NY
Ms. Johnson has been an LPN in the home care setting for 12 years. She continuously demonstrates excellence in the nursing care she provides to the veteran patient and family. She reports her observations, and ensures action is taken to address her concerns. She is zealous in her concerns for patients. She is self-directed in identifying her learning needs, and attends inservices which are pertinent to her position. Ms. Johnson is recognized by co-workers for excellence in the provision of care. Her calm nature and excellent listening skills are recognized by all.

Shirley Cline, PCA, Bronx, NY
Ms. Cline’s delivery practices consistently exceed expectation by an exceptional degree. She assesses practice and offers suggestions for improvement. One improvement is the Nursing Assistant’s End of Shift Report – this improved
productivity and morale among the NAs. In collaboration, she created a template to facilitate focused documentation of care for NAs. It is now being used across the Medical Center. Her observational skills are outstanding. She has gained the respect of her peers, such that one noted "I want to be like Ms. Cline in a few years". She is a role model and admired by all.

**Frankie Manning, RN, Nurse Executive, Seattle, WA**

Ms. Manning has consistently fostered the growth and development of nursing staff and clinical programs, provided the vision and driving force in developing new programs, and actively participates in the leadership of the Medical Center. Some of the nursing initiatives she has created are: the Same Day Unit, Outreach Health Screening Program, Continuous Care Clinic, a restraint free environment, and a Woman Veteran's Coordinator. She created the Adopt-A-Student program in collaboration with local community colleges. She has created several outreach programs with the schools of nursing, as well as international colleagues. Ms. Manning is a role model for all staff holding clinical faculty appointments, as she has three appointments herself. She is an asset to the Veteran's Healthcare System and deserving of the Secretary's Award for Excellence in Nursing as the Nurse Executive.

**Linda F. Watson, RN, Director, Central Alabama (Tuskogee, AL)**

Ms. Watson's leadership and support have fostered an environment in which Advance Practice Nurses are vital partners in the provision of high quality patient care in virtually every section of the large health care system. She was the driving force behind the development, implementation and evaluation of a strong program of Nursing Care Management for high-risk populations. Under Ms. Watson's leadership, a nurse-managed patient safety program has transformed the health care system into a benchmark facility. She remains in constant contact with the needs of nurses and other clinicians through a highly visible management style and dialogue with staff and patients. The most recent Nursing Home Satisfaction Survey revealed that the percentage of patients who trusted their nursing staff was in the high 90s. This recognition is only possible with the continued and ongoing support of this outstanding director.
Department of Veterans Affairs

Memorandum

Date: April 2, 2003

From: Under Secretary for Health (10)

Subj: Secretary’s Award for Excellence in Nursing and the Secretary’s Award for the Advancement of Nursing Programs

To: The Secretary of Veterans Affairs (00)

1. Approval is requested of the following nursing personnel as recipients of the Secretary’s Award for Excellence in Nursing:

   R.N. (Expanded Role)  Christopher Hermann, APN, Detroit, MI
   R.N. (Staff Role)      James Horstmyer, RN, Wilmington, DE
   L.P.N.                Patricia Johnson, LPN, Buffalo, NY
   N.A.                  Shirley Cline, NA, Bronx, NY

2. Approval is also requested of the following Medical Center Director as recipient of the Secretary’s Award for the Advancement of Nursing Programs:

   Linda Watson, Director, Central Alabama Health Care System, Montgomery, AL

3. We would also like to honor Frankie T. Manning, RN, VA Puget Sound Health Care System, Seattle, WA, as the recipient of the new Nurse Executive category in the Secretary’s Award for the Advancement of Nursing Programs.

4. Nomination materials along with security check documents are attached.

Robert H. Roswell, M.D.

Approved:   Date: 4/17/03

Attachments
Memorandum

Department of Veterans Affairs

Date: January 5, 2003

From: ACNS/Primary Care & Research

Subj: Secretary's Award for Nurse Excellence

To: Dingell VAMC Secretary Award Committee

1. This memo is to submit Mr. Christopher Hermann, APRN, BC (Advance Practice RN, Board Certified) as a nominee for the Secretary's Award for Nurse Excellence. Mr. Hermann is an exceptional adult nurse practitioner who serves primarily in the pulmonary outpatient area. He meets the criteria as follows:

Demonstrates effective, quality nursing practice in a positive manner within the health care system. Mr. Hermann maintains the highest standards of practice in his own practice. He is considered an expert in the field of COPD, asthma and sleep dysfunction and is often sought for expert guidance. Patients and staff find him to be extremely competent and he always goes the extra mile to assist patients with their specific needs. He identifies system problems encountered in his practice and works diligently for a win-win solution. He has been a significant contributor in the area of respiratory therapy, smoking cessation, asthma and COPD. Mr. Hermann was the first nurse practitioner at this facility to obtain in-house privileges, rounds with the pulmonologists, works with residents, fellows and staff in providing care for admitted patients. He has assumed the role of coordinator for the medical bronchoscopy team, providing conscious sedation for those patients in addition to his many other roles.

Establishes and maintains an educational plan to support professional career development with demonstrated innovative outcomes in nursing practice. Each semester Mr. Hermann is requested by local universities to precept their nurse practitioner students (namely, Wayne State University and University of Michigan). He is an excellent educator resource and role model for students, as well as, staff. He does frequent staff presentations on topics such as, “Asthma Update” and “Current Practice Guidelines for the Assessment and Treatment of COPD”. He also presents patients who have a great teaching potential to fellow nurse practitioners, interns, residents and medical staff. Mr. Hermann has completed application for adjunct faculty for Wayne State University.

Collaborates effectively with other health care colleagues. Mr. Hermann’s role requires that he collaborate with a number of other health care colleagues, both professional and non-professional and he does this with ease. He works well with medical staff (residents, fellows and medical staff) on a daily basis; must interact well with staff nurses in his outpatient/inpatient role; collaborates with
respiratory therapy and medical staff in the regular performance of coordinator of medical bronchoscopies; collaborates with social work, prosthetics, physical and home health nursing in the area of home oxygen requirements and has revised many of these processes in order to decrease patient-stress and concern. He is currently collaborating with these disciplines in the development of a pulmonary rehabilitation program. He is an active member of the Dingell VA Nurse Council, which regulates practice; an active member of the Nurse Practitioner Council, regulating nurse practitioner practice at this facility; and generally serves in any role that he is requested from nursing/hospital administration. Additionally, he is well known at local universities and works well with professors and students to achieve their educational goals during clinical rotations.

**Demonstrates effective use of research to impact health care outcomes.** Mr. Hermann is a member of the Nursing Research Committee and has recently submitted a research project for approval from Wayne State University Human Investigation, to assess quality of life for lung cancer patients under care at the Dingell VAMC. Results of this study are expected to improve quality of life for these patients (who often have dismal results of both surgical and medical treatment options) in the area of pain control and improvement in functional status. Other research that he has participated in include, "Social and Economic Variables as Indicators of Illiteracy in Health Care", resulting in the following publication:


Another research project where he participated as a graduate assistant, was called, “Partnership for Cultural Competency: Enhancing Health Service Quality and Access with the Arab Community” resulting in the following publication:


Mr. Hermann is currently participating in the organization of an active research program to include monthly research flyers to staff nurses describing nursing research results and methods to apply them to their practice.

**Demonstrates integrity and adherence to the profession's code of ethics.** Mr. Hermann can always be relied to hold the highest ethical standards for his practice and for those with whom he works closely. Placing the patient as first priority and respect for the patient’s autonomy keeps Mr. Hermann focused. Adhering to a principle that ‘an informed patient will be a more compliant patient’ is one that is paramount in his practice. Mr. Hermann's integrity is above reproach and he is always found “doing the right thing” even if it is not the most popular route.

**Develops strategies including appropriate actions to improve organizational performance related to resource utilization.** All VA facilities have been faced with the challenge of “doing more without a dramatic increase in staff” relative to increasing enrollments, priority of service-connected veterans, backlog of patients, etc. With this as a ‘backdrop’, Mr. Hermann has been an active participant in volunteering to organize and participate in the weekend primary care clinics in an effort to reduce the backlog of patients and to allow service-connected veterans to be cared for in a timely manner. His participation and contribution have been enormous in this area and the outcomes are demonstrable in our statistics. Because there is a paucity of case management for outpatients at this facility, Mr. Hermann has submitted a white paper to leadership outlining a plan for, either extension of current case managers' roles to the outpatient arena, or expansion of the prevention nurses' role to include case management of the most difficult-to-manage patients. Examples would include
patients with travel difficulties (coordinating appointments), assistance with non-adherent diabetic patients (with frequent telephone calls to assess home management), patients with frequent admissions/exacerbations of COPD (visits and telephone calls to assess home management), hypertensive patients whose blood pressures have not reached goal (home monitoring, assessing blood pressure diaries, collaboration with provider for medication adjustments), smoking cessation and other management problems as the needs arise.

Promotes the image of nursing and the nursing profession within the community. Mr. Hermann has served in the community on a Speakers Bureau in the area of asthma, COPD and rhinitis; serves as a current clinical preceptor for nurse practitioner students for WSU and University of Michigan; serves as instructor for Associates in Medical Education to teach ACLS (Advanced Cardiac Life Support) for southeast Michigan; taught “Testicular Cancer and Self Exam” to a group of high school students in Redford, Michigan and taught several other topics to local high school and elementary students, including “Summer Safety”, “Boy to Man” and “Infection Control in School”; taught “Risk Reduction in Heart Disease” to a group of senior citizens in Dearborn, Michigan and several other retirement villages; taught “Smoking Cessation Counseling in an Office Setting” in Grand Rapids, Michigan; served on the Michigan League for Nurses Speakers Bureau; presented “Dynamic Strategies for Recruitment & Retention” at a Michigan League for Nursing Annual Conference and other local presentations. He has presented nationally in June, 2002, “Global Initiative for Chronic Obstructive Lung Disease: Applying the Gold Standards to your Practice” at the annual conference of the American Academy of Nurse Practitioners (AANP) in Reno, Nevada. His abstract: “Assessment of Sleeping Disorders in Acute and Primary Care Settings” has been accepted for presentation at this year’s AANP’s annual conference in Anaheim, California and the Second Annual Advanced Practice Conference, sponsored by the Michigan Council of Nurse Practitioners in Dearborn, Michigan this March. Mr. Hermann’s list of professional organizations is lengthy and includes the American Academy of Nurse Practitioners, American Nurses Association, Michigan Nurses Association, American Heart Association and the Michigan Council of Nurse Practitioners where he is the president-elect. In this role, he will be extremely influential in molding the role of nurse practitioners for the state of Michigan, working closely with both nurse practitioners and state legislators to enhance the status of this important health care professional. Mr. Hermann is an exceptional role model and represents nursing and this VA facility in an outstanding way within the community and beyond.

2. I highly recommend this outstanding John D. Dingell VA staff nurse practitioner to you for this prestigious award.

M. Patricia Lange, PhD, APRN, BC
Nomination for Secretary's Award for Excellence in Nursing

JAMES HORSTMeyer, RN, STAFF NURSE
VAM&ROC, Wilmington, DE

Demonstrates effective, quality nursing practice in a positive manner within the health care system.

Mr. Horstmyer works in the dual role of staff nurse in Pre-Op Testing and Community Health. He is self-directed and these roles afford him the opportunity to function most of the time independently.

In the past year, there have been modifications in the responsibilities that Jim assumes. The patient population in preop testing has changed in the past year. Since vascular surgery has now broadened its practice to include the Lebanon VAMC patients, Jim has assumed the role of contact person with these patients' case manager. This is necessary so that the Lebanon patients receive the same quality of care afforded to "our" patients. This required that Jim modify and change the routine preop work up that we normally provide. He has created a grid to track the progress of the Lebanon patients allowing our preop testing staff to view testing that has been completed and testing that still needs to be done. It also identifies tests or procedures that may have been missed or overlooked that can be ordered by the surgeon prior to the patients' arrival. The results of his efforts are promising; the Lebanon patients are extremely satisfied with the care they have received which stems back to their initial encounter in preop testing with Mr. Horstmyer. In his role in community health, Jim is now an active participant in the interdisciplinary discharge rounds. Here he can share his expertise on the guidelines and available home care services to improve the discharge planning and decrease the patients' length of stay. Mr. Horstmyer intervenes and serve as the patients' advocate when unrealistic expectations are requested for a patient to receive at home, preventing the patient from being discharged before they are ready and avoiding costly re-admissions. Other nurses, physicians, social workers and therapists seek Jim out as a resource in community health.

Establishes and maintains an educational plan to support professional career development with demonstrated innovative outcomes in nursing practice.

Jim recently completed the Master's Degree program for Nurse Practitioner at Wilmington College. Completion of the adult nurse practitioner program has prepared him to assume a nurse practitioner position in this facility. He has attended numerous nurse practitioner related seminars and professional meetings to prepare him for his future role. He is and active member of his the local chapter, Delta Tau, of Sigma Theta Tau. Jim willingly assists in the education of nursing students rotating through his assigned area.

Collaborates effectively with other health care colleagues.

Jim and a colleague are currently involved in attempting to obtain a contract with a home IV infusion company. He has recognized the importance of this need and is in contact with several companies that provide this service. Jim's role in preop testing requires he collaborate with physicians, anesthesia, nurses and support services to prepare a patient for surgery. An example of this collaboration is the interaction he has with these previously mentioned staff when preparing a patient for surgery with multi-system failure. He discusses issues that could arise and jeopardize the goal for a positive surgical outcome. On more than one occasion he has discovered that the patient has a cardiac history that the patient failed to mention to his surgeon. This evaluation may result in the patient needing a stress test and perhaps his surgery postponed until all of the tests are completed and reviewed.
In the CHNC setting, Mr. Horstmyer collaborates with physicians, nurses, social workers, secretaries, dietician, physical therapist, occupational therapist, and psychiatrist to ensure that the patient receives the needed care at home. Recently a patient in the community was having a problem maintaining cleanliness of his home, which could have been a fire hazard for home oxygen. Jim's expertise was sought by a center leader to assist with this problem. Through collaboration with the oxygen supply company, the subcontracted home respiratory therapist, a visiting agency, a county social worker and the local public health office a positive outcome was achieved. By Jim's efforts to contact and collaborate with all of these different resources the patient's home was renovated to make it safer and have his home oxygen therapy continue. As a result of this positive outcome, the community health nurse coordinators are now a part of the Respiratory Care Committee to provide input regarding home oxygen issues.

This same collaboration is required when community nursing home inspections are completed. The inspection team discusses issues that may need to be addressed prior to agreeing to contract with a specific nursing home. Interaction with the nursing home administrative staff is needed to ensure that they are aware of our expectations for the veteran guests.

**Demonstrates effective use of research to impact health care outcomes.**

In pre-op testing, research is an integral part of the ongoing processes to better meet the needs of changing patient population; adjust to changes in technology and new medications. An example of Jim's research is when he designed a standardized practice for surgical patients who were using blood thinners such as coumadin, plavix or NSAIDS. Jim researched the literature and sought input from the primary care physicians, anesthesiologist, surgeons and radiologist to facilitate this change. Another example was when in conjunction with the rheumatologist he was able to meet the needs of our arthritis patients by allowing them to continue their medications when scheduled for surgery. This information was shared with the surgeons who agreed with Jim's findings.

Mr. Horstmyer and his other RN team member did an informal research project to identify the number of inappropriate visiting nurse consults generated, which were about 30%. A formal meeting was held with the social workers, case manager and physical therapist to explain the criteria needing to be met before a referral was initiated. This initiative has resulted in a decrease of inappropriate consults and more timely referrals.

Jim's research of herbal medications has resulted in a change in preop patient preparation. A list of herbal medications that may have adverse effect on clotting, blood pressure and anesthesis are now included as part of the preop workup. This result is improved patient awareness of not only the known benefits of herbal medicines but also the possible complications of such medications. The patients are now aware of the need to discuss herbal medications with their providers resulting in positive surgical outcomes for our patients.

**Demonstrates Integrity and adherence to the profession's code of ethics.**

Jim recently consulted the ethics committee with a dilemma. The VA is paying for a 24-hour live-in caregiver so that the patient may continue with hospice care. However, the hospital is threatening to remove the 24-hour caregiver if the patient does not comply with his medical treatment. If he complies with the medical treatment, he will no longer be in compliance with the hospice guidelines and their services will be terminated. The decision from the Ethics committee is that the patient can come to our Nursing Home Care Unit for his remaining days after his assets are depleted in his home setting.

In the CHNC setting Jim is faced with many ethical dilemmas, mostly relating to patient discharges. Instead of telling patients that all of their home care services once discharged will be adequate, Jim gives them the information they need so the patient can realistically assess if they can function at home or need to seek further assistance such as nursing home placement.
Develops strategies, including appropriate actions, to improve organizational performance related to resource utilization.

As one of the community health nurse coordinators, he no longer has to seek prior approval for home health aid services from the Chief of Medicine or the Chief of Staff. As a result the emphasis is placed on him to analyze financial resources when providing care for the veterans. Over the past year he has assisted in informal research to determine the most cost effective, high quality home care services in the surrounding area, specific to home health aid services. The reason for finding these available resources was due to a growing shortage of home health aid services for our veterans in need if these services. The community health care coordinators have compiled a list of the most affordable, high quality agencies for those veterans who need this care. This information is routinely shared with our patient and their families. Jim’s efforts have not only resulted in satisfied patients, receiving quality care, at an affordable rate but have expanded the available agencies to which our patients can be referred. He also lobbied to have patients needing home health aids to be referred to unlicensed agencies after the guidelines were reviewed. If Jim had not pursued this change, there would not be the abundant resources currently available.

Promotes the image of nursing and the nursing profession within the community.

Jim’s interactions with the many agencies he utilities in his community health role reflects positively not only on himself but also this hospital. He is a positive role model who interacts in a professional manner at all times. When involved in nursing home inspections he presents a positive image worthy of respect.
May 3, 2001

Ms. Doris Jones
Edward J. Hines, Jr. VA Hospital
Fifth Avenue and Roosevelt Road
Hines, Illinois 60141

Dear Ms. Jones:

Congratulations on receiving the 2001 Secretary’s Award for Excellence in Nursing from the Department of Veterans Affairs. Hard-working and dedicated professionals who set high goals and strive for excellence in all their endeavors help make our Nation a better place.

Our country owes a profound debt to our veterans for their service and sacrifice. I salute your exceptional contributions to repaying that debt by providing high-quality health care to our veterans. Your devotion to your patients and keen attention to your responsibility goes beyond relieving their pain and suffering. Your recognition that compassion and understanding are essential to recovery plays a critical role in improving the overall health and morale of those you serve.

Best wishes for continued success.

Sincerely,

George W. Bush

GWB/TP/lc (Corres. #2055785)
(5.jones.doris)

cc: Linda DeHart, 91 OEOB

RETURN TO PRESIDENTIAL MESSAGES, 91 OEOB, FOR DISPATCH TO VA
May 2, 2002

Ms. Martha Adams-Watts, RN
St. Louis VA Medical Center
John Cochran Division
915 North Grand Boulevard
St. Louis, Missouri 63106

Dear Ms. Adams-Watts:

Congratulations on receiving the 2002 Secretary’s Award for Excellence in Nursing from the Department of Veterans Affairs. Dynamic and talented individuals who strive for excellence in their endeavors reflect the true spirit of America.

Your hard work and dedication to providing quality care for our veterans demonstrate your commitment to your profession. I commend you for your compassionate service benefiting the health and morale of those who have fought to protect America’s freedom.

Best wishes for continued success.

Sincerely,

George W. Bush
SECOND LETTER (WALTON)

Mrs. Violet Walton
Chillicothe VA Medical Center
Quarters #17
17273 State Route 104
Chillicothe, Ohio 45601

Dear Mrs. Walton:

I am pleased to recognize your husband, Mr. Michael W. Walton, as the posthumous recipient of the 2002 Secretary’s Award for the Advancement of Nursing Programs for the Department of Veteran’s Affairs. This award is a tribute to his hard work and dedication.

Mr. Walton’s work to integrate contemporary nursing practices into existing programs enhanced the VA’s ability to provide quality health care for veterans and their families. Those who knew Mr. Watson and benefited from his work will truly miss his service and leadership.

Sincerely,

George W. Bush
April 23, 2003


Our Nation's healthcare system is a world-class model of skill and innovation, with a pace of discovery that is helping Americans live better and longer lives. AAOHN helps to ensure the health of America's workers and safety of our workplaces by offering educational, legislative, and business resources for occupational and environmental health nurses.

This year's convention theme, "Rising to New Heights," reflects the increasingly important role of occupational and environmental nurses in maintaining our citizens' health. I commend AAOHN's members for their dedication to excellence and for their efforts to bring comfort and healing to their patients.

Laura joins me in sending our best wishes for a successful conference.
April 23, 2003

I send greetings to those gathered for the 61st Convention of the National Association for Practical Nurse Education and Service, Inc. (NAPNES).

Our Nation's healthcare system is a world-class model of skill and innovation, with a pace of discovery that is helping Americans live better and longer lives. NAPNES is helping to ensure quality care in hospitals, nursing homes, patients' homes, and communities across our country by offering continuing education and certification opportunities for licensed practical and vocational nurses and promoting high standards in nursing service.

Your convention theme, "The Service of Nursing: A National Priority," reflects the increasingly important role nurses play in our healthcare system. I commend NAPNES' members for their dedication and compassion. Their commitment to excellence helps strengthen our Nation and brings comfort and healing to their patients.

Laura joins me in sending our best wishes for a memorable meeting.
Office of Presidential Messages

9 Pages Total

To: Cabinet Affairs Faxed to Carmen Ingwell @ 6-2525
   Chief of Staff
   Counsel's Office Faxed to Patrick Bumatay @ 6-6279
   OPD
   Legislative Affairs
   NSC
   Media Affairs
   Public Liaison Faxed to Jenica Baldwin @ 6-2130
   Other

From: Misty Marshall
      Director, Office of Presidential Messages
      6-5503 phone / 6-2806 fax

Subject: Clearance Request for the
          6 Letters for the Recipients of the VA Secretary’s Award for Excellence in Nursing

Date: April 29, 2003

Please find attached a draft Presidential Message for the 6 letters for the recipients of the VA Secretary’s Award for Excellence in Nursing.

Please provide your approval/comments/recommendations to me by 4 PM TODAY, TUESDAY, APRIL 29, 2003!!!

THANK YOU!!!
Office of Presidential Messages

To: Cabinet Affairs, Chief of Staff, Counsel's Office, OPD, Legislative Affairs, NSC, Media Affairs, Public Liaison, Other

Faxed to Carmen Ingwell @ 6-2525
Faxed to Patrick Bumatay @ 6-6279
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Please provide your approval/comments/recommendations to me by 4 PM TODAY, TUESDAY, APRIL 29, 2003!!!
No comments from Counsel's office on these letters.

-----Original Message-----
From: Kavanaugh, Brett M.
Sent: Tuesday, April 29, 2003 6:21 PM
To: Bumatay, Patrick J.
Subject: Re: FW: Polish Constitution

This is ok; please let them know.

-----Original Message-----
From: Marshall, Misty C.
Sent: Tuesday, April 29, 2003 5:45 PM
To: Bumatay, Patrick J.
Subject: Re: Polish Constitution

Thank you Patrick - we are still waiting for VA Secretary's Awards for Excellence in Nursing...

-----Original Message-----
From: Patrick J. Bumatay/WHO/EOP@Exchange on 04/29/2003 05:36:43 PM
Record Type: Record

To: Misty C. Marshall/WHO/EOP@EOP, Sarah Campbell/WHO/EOP@EOP
cc: 
Subject: Polish Constitution

No comments on Polish Constitution.
so we are on the same page, what else do I owe you folks?

Thanks,
Patrick
Record Type: Record

To: Misty C. Marshall/WHO/EOP@EOP
cc: 
Subject: Clearance: VA Excellence in Nursing

Looks good!
Office of Presidential Messages

From: Misty Marshall
Director, Office of Presidential Messages
6-5503 phone / 6-2806 fax

Subject: Clearance Request for the
6 Letters for the Recipients of the VA Secretary’s Award for Excellence in Nursing

Date: April 29, 2003

Please find attached a draft Presidential Message for the 6 letters for the recipients of the VA Secretary’s Award for Excellence in Nursing.

Please provide your approval/comments/recommendations to me by 4 PM TODAY, TUESDAY, APRIL 29, 2003!!!