



March 2010

# VISN 21 *At a Glance*

## From the Director



It is an honor to have been appointed as Network Director of the VA Sierra Pacific Network - VISN 21, a Network I have been a part of for over 20 years. In this position, I have the opportunity to not only follow the outstanding leadership of former Network Director, Dr. Robert Wiebe, but also to direct one of the most vibrant and innovative health care Networks in the VA system. This is an exciting time and I look forward to building upon the excellence for which VISN 21 is recognized!

In early May 2008, Dr. Wiebe left the VA for a position with Catholic Healthcare West, where he was appointed as Chief Medical Officer. Dr. Wiebe's VA career spanned 22 years, in which the last 10 years were served as the Network Director, VISN 21. It is with great pride that I follow Dr. Wiebe as Network Director. In his tenure he developed and led an outstanding organization, one that is known for its quality of care and overall high marks in satisfaction from both veterans and employees – a winning combination!

Our Network provides health care to veterans throughout Northern California, Northern Nevada and

Hawaii. Operating with a budget of over \$1.4 billion and employing nearly 9,000 staff members, the Network is comprised of six medical centers, eight community living centers, and 32 community-based outpatient clinics. We are home to a number of specialty programs including one of VA's Polytrauma Rehabilitation Centers and VA's largest funded research program.

The VA has consistently been ranked higher than many private health care systems in all aggregate quality of care measures and is a leader in customer satisfaction surveys. In our Network, we have not only exceeded (inpatient and outpatient) satisfaction thresholds, but our employee satisfaction scores are among the highest in the country. This means that we have a dedicated and satisfied workforce that is committed to ensuring that the care veterans receive is of the highest quality.

As we move forward, access to care for all veterans will continue to be a primary focus, with special emphasis placed on ready availability of services for our newest generation of veterans. We will continue to ensure that our Operation Enduring Freedom and Operation Iraqi Freedom veterans receive timely access to care and that the care they (and all veterans) receive is second to none. Also we continue to develop specialized programs for women veterans, as their numbers increase and special needs emerge.

We greatly expanded access to mental health services at all sites supporting a comprehensive array of specialized care including; PTSD, substance abuse, homelessness, island locations is also a priority. As we move forward, the VA Sierra

Pacific Network will identify new opportunities for rural outreach through the use of part-time outreach clinics, community partnerships and collaborations, telehealth, and mobile health teams.

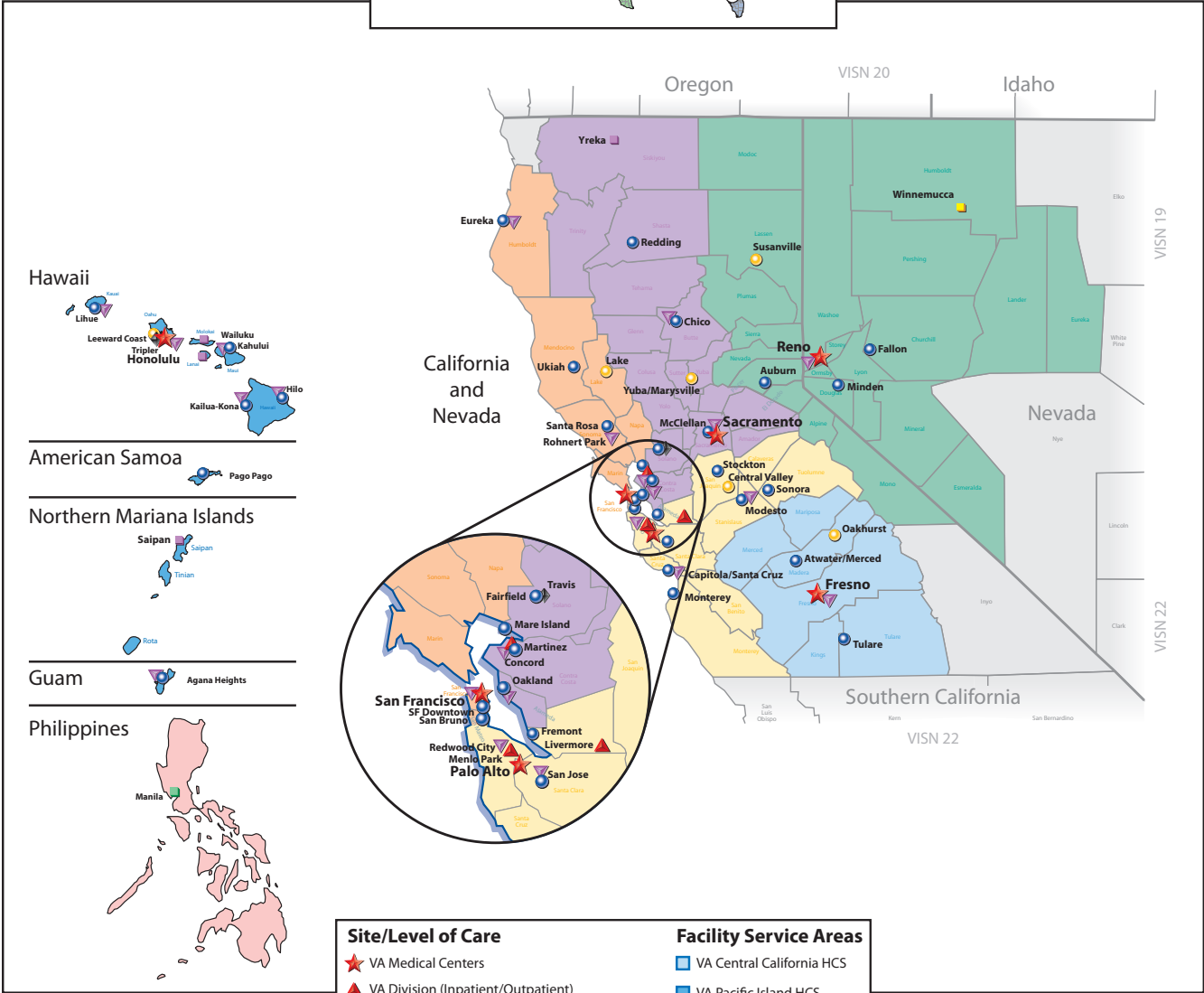
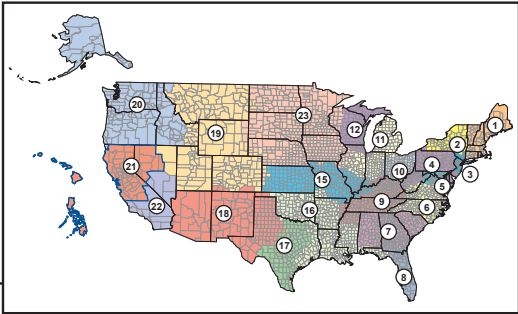
Finally, we will continue to insure a safe and energy efficient environment of care by maximizing the effectiveness of our capital and technological infrastructure.

As Director, VA Sierra Pacific Network, I bring an extensive amount of "local" experience to this position serving as either Director or Associate Director at three of the six VISN 21 health care systems, in addition to serving as the Deputy Director of the former VA Western Region. This is an exciting and challenging time for VA, and the Sierra Pacific Network is poised to continue to make outstanding clinical and scientific contributions.

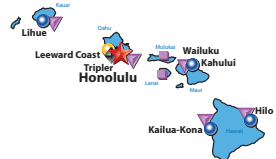
Our goal is to continue to enhance the quality health care services we provide to veterans, address their changing and unique needs, collaborate with our many partners and stakeholders, and ensure we maintain the highest possible standards of care in a compassionate and deliberate manner. It is my hope that as you peruse this document you too will be further introduced to our dynamic Network and that you will find this a useful resource for Network and facility contacts and facts "at a glance."

Sheila M. Cullen  
Director, VA Sierra Pacific Network

# VA Sierra Pacific Network (VISN 21) Map



## Hawaii



## American Samoa



## Northern Mariana Islands



## Guam



## Philippines



Site/Level of Care	Facility Service Areas
★ VA Medical Centers	■ VA Central California HCS
▲ VA Division (Inpatient/Outpatient)	■ VA Pacific Island HCS
● VA Community Based Outpatient Clinics (CBOCs)	■ VA Northern California HCS
■ VA Outreach Clinics	■ VA Palo Alto HCS
■ VA Independent Outpatient Clinic (IOC)	■ VA Sierra Nevada HCS
◆ VA/DoD Joint Venture Site	■ San Francisco VAMC
▼ Vet Centers	■ VARO/OPC, Manila
<i>Yellow icons indicate future approved facilities</i>	

## VA Sierra Pacific Network (VISN 21)



**Network Director:**

**Sheila M. Cullen**

Phone: (707) 562-8350  
Sheila.Cullen@va.gov

**Deputy Network Director:**

**Ann Marie Feistman**

Phone: 707-562-8429  
AnnMarie.Feistman@va.gov

**Chief Operating Officer:**

**Cassandra M. Law**

Phone: (707) 562-8420  
Cassandra.Law@va.gov

**Quality Management Officer:**

**Judy Daley, R.N.**

Phone: (775) 328-1461  
Judy.Daley@va.gov

**Chief Information Officer:**

**Thomas Neel**

Phone: (707) 562-8378  
Thomas.Neel@va.gov

**Chief Financial Officer:**

**Roxanne Hargrove**

Phone: (916) 923-4530  
Roxanne.Hargrove@va.gov

**VISN 21 OEF/OIF Program Lead:**

**Rebecca Dominy**

Phone: (707) 562-8357  
Rebecca.Dominy@va.gov

**Internet Address:**

[www.visn21.va.gov](http://www.visn21.va.gov)



VA Sierra Pacific Network is one of 21 Veterans Integrated Service Networks (VISN) within the Veterans Health Administration (VHA). Known as "VISN 21" the VA Sierra Pacific Network is a large and geographically diverse service area, spanning nearly 500,000 square miles with a veteran population exceeding one million. This area includes central and northern California, northern Nevada, Hawaii, the Philippines, and several other islands in the Pacific, including Guam, American Samoa, the Commonwealth of the Northern Mariana Islands and the Republic of Palau. The VISN 21 geography is characterized by varied terrain and climates: high mountains, deserts, valleys, coastal regions, frontier land, and remote islands. Currently, VISN 21 facilities support over 320,000 enrollees, with health care services provided to more than 236,000 patients per year at 40 sites of care and a total medical care budget exceeding \$1.6 billion.

The VA Sierra Pacific Network (VISN 21) operates six major health care systems and an international VA independent outpatient clinic. Information on each of these health care systems follows.

VISN 21 has a proactive quality management program, which ensures that facilities provide a predictable and consistent level of high quality care through the systematic and ongoing evaluation and monitoring of patient care outcomes. The VA Sierra Pacific Network is also recognized for its stellar academic affiliations and cutting edge research programs that directly attribute to its success. All six health care systems are teaching hospitals, affiliated with medical schools known for academic excellence. VISN 21 continues to rank among the top of all Veterans Health Administration (VHA) Networks in research funding, with San Francisco VA Medical Center ranking at the top (of all VHA facilities) for more than a decade. VISN 21 research is conducted in areas of particular importance to veterans' health care, most recently with a focus towards the needs of combat veterans returning from Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF).

The VA Sierra Pacific Network is also very proud of its association with colleagues from the Department of Defense, and the Network has one of the largest and most active VA-DoD joint venture programs in the country. At the VA Palo Alto Health Care System, the Network operates one of four national VA Polytrauma Rehabilitation Centers established to meet the most complex healthcare needs of America's returning wounded warriors serving in Iraq and Afghanistan.

# VA Central California Health Care System

The VA Central California Health Care System (VACCHCS) at Fresno, is a 57-bed acute general medical, surgical, psychiatric and extended care center with state-of-the-art diagnostic and treatment specializations. Extensive outpatient services are provided in a managed care environment with numerous specialty care clinics including Women's Health and at community clinics in Merced and Tulare. A 60-bed Community Living Center provides skilled nursing and rehabilitation care.

VA Central California Healthcare System has been nationally recognized for its diversity and labor management relations programs and has been recognized as a Top 100 Most Wired facility for the last two years. VACCHCS was fully successful in all 14 mission critical measures during FY2009. VA Central California consistently exceeded both ORYX and HEDIS Aggregate targets. The high level of achievement is the culmination of many years of improvements and steadfast monitoring of performance across the spectrum of care, specifically making significant improvements in Access and Missed Opportunities in FY2009.

## VA Central California Statistics

Outpatient Visits	297,617
Inpatients Treated	3,781
Unique Patients	25,342
OEF/OIF Patients	3,463
Total Operating Beds	117
Employees	947
Total Medical Care Budget	\$156,019,063
Medical School Affiliate	University of California San Francisco



*"With a proud tradition of patient centered care, advancing the science of medicine through research and health care provider education, we are honored to serve Veterans throughout the Central Valley. Our daily goal is "clinical excellence in a clean and safe environment" as we "Set the PACE" in a 21st Century VA.*

**Al Perry, FACHE, Director**  
VA Central California Health Care System



### Congressional Districts: 18, 19, 20, 21

#### Director:

**Al Perry, FACHE**

Phone: (559) 228-5338  
Al.Perry@va.gov

#### Associate Director:

**Susan Shyshka, FACHE**

Phone: (559) 228-5337  
Susan.Shyshka@va.gov

#### Acting Chief of Staff:

**Wessel Meyer, M.D.**

Phone: (559) 228-5358  
Wessel.Meyer@va.gov

#### Nurse Executive:

**Patricia Richardson, EdD RN FACHE**

Phone: (559) 225-6100, Ext. 5118  
Patricia.Richardson5@va.gov

#### Public Affairs Officer:

**David Phillips**

Phone: (559) 228-5308  
David.Phillips2@va.gov

#### Patient Representative Advocate:

**John Sulin**

Phone: (559) 228-6970  
John.Sulin@va.gov  
Fax: (559) 228-6903 OEF/OIF

#### Program Manager:

**Jennifer Yanez**

Phone: (559) 225-6100 ext. 4321  
Jennifer.Yanez@va.gov

#### Eligibility/Enrollment Office

**8:00 am - 4:30 pm (Monday-**

**Friday)**

(559) 228-6950

#### Telephone Care

**8:00 am - 4:30 pm (Monday-**

**Friday)**

(888) 826-2838 or (559) 228-6933

#### Internet Address:

[www.fresno.va.gov](http://www.fresno.va.gov)

# VA Pacific Islands Health Care System



**Congressional Districts:  
1, 2 and delegates from  
American Samoa and Guam**

**Director:**

**James E. Hastings, M.D., F.A.C.P.**  
Phone: (808) 433-0100  
James.Hastings2@va.gov

**Associate Director:**

**Kalautie JangDhari**  
Phone: (808) 433-0103  
Kalautie.Jangdhari@va.gov

**Chief of Staff:**

**William F. Dubbs, M.D.**  
Phone: (808) 433-0650  
William.Dubbs@va.gov

**Nurse Executive**

**Susan Mangery, RN**  
Phone: (808) 433-0236  
Susan.Mangery@va.gov

**Public Affairs Officer:**

**Fred Ballard**  
Phone: (808) 433-0049  
Fred.Ballard@va.gov

**Patient Representative**

**Advocates:**

**Sophie Parazo and Schoen Safotu**  
Phone: (808) 433-0126  
Sophie.Parazo@va.gov, Schoen.  
Safotu@va.gov

**OEF/OIF Program Manager:**

**Terry J. Martin**  
Phone: (808) 433-0837  
Terry.Martin4@va.gov

**Eligibility/Enrollment Office**

7:30 am - 4:00 pm (Monday-Friday)  
(808) 433-0600

**Advice Nurse**

24 Hours Oahu: (808) 433-0852  
Neighbor Islands and Guam: 1-800-  
214-1306

**Internet Address:**  
www.va.gov/hawaii

VA Pacific Islands Health Care System The VA Pacific Islands Health Care System (VAPIHCS) Honolulu provides a broad range of medical care services, serving an estimated 127,600 veterans throughout Hawaii and the Pacific Islands. The VAPIHCS provides outpatient medical and mental health care through a main Ambulatory Care Clinic on Oahu (Honolulu), six Community Based Outpatient Clinics (CBOCs), and two Outreach Clinics on the neighboring Hawaiian islands including: Hawaii (Hilo and Kona), Maui, Kauai, Molokai, Lanai, and on Guam and American Samoa. A new Oahu Leeward Coast CBOC, and Saipan, Commonwealth of the Northern Marianas, (CNMI) Outreach Clinic, will be established in FY2010.

The main VA Pacific Islands health care facility is co-located with the Tripler Army Medical Center Campus in Oahu. This collocation made possible the significant functional integration between VAPIHCS and Tripler Army Medical Center. Our current level of functional integration offers substantial opportunities to provide high quality care to federal beneficiaries residing in Hawaii and the Pacific region.

## VA Pacific Islands Statistics

Outpatient Visits	
Inpatients Treated	
Unique Patients	
OEF/OIF Patients	
Total Operating Beds	96
Employees	624
Total Medical Care Budget	\$141,979,435
Medical School Affiliate	University of Hawaii



*“Our veterans deserve the same access to high quality coordinated care where he or she calls home - a suburb on the mainland, or a remote island 5,000 miles away in the middle of the Pacific Ocean.”*

**Dr. James Hastings, Director**  
VA Pacific Islands Health Care System

# VA Northern California Health Care System

VA Northern California Health Care System has two divisions, each with an Associate Director. The Sacramento Valley Division is comprised of medical facilities in Sacramento, Yuba City, Yreka, Chico and Redding. The East Bay Division is comprised of medical facilities in Fairfield, Vallejo, Martinez and Oakland. Facilities include a medical center in Sacramento a Community Living Center in Martinez; outpatient clinics in Martinez, Fairfield, Oakland, Sacramento, Redding, Chico, Vallejo and Yreka; a Behavioral Health Clinic in Oakland; and dental clinics in Vallejo, Sacramento, and Redding.

The Sacramento VA Medical Center offers a full range of comprehensive health care services. The medical center houses a cardiac catheterization lab, a gastrointestinal/endoscopy suite, angiography capability, radiology services including MRI, mammography, PET and CT scanning, four operating rooms, and 16,000 square feet of research laboratory.

In January 2010, a rural outreach clinic opened in Yreka, California, which provides primary care, mental health care, laboratory and routine radiology services to our Veterans. In addition, a new Community Based Outpatient Clinic in the Yuba City/Marysville area of California has been approved for activation in FY10.

## VA Northern California Statistics

Outpatient Visits	711,045
Inpatients Treated	4,514
Unique Patients	76,107
OEF/OIF Patients	4,510
Total Operating Beds	185
Employees	2,157
Total Medical Care Budget	\$451,860,779
Medical School Affiliate	University of California, Davis



*“Veterans are ordinary people who were called upon to serve our nation in extraordinary ways. As employees of the VA, our mission is to provide world-class medical care at the right time and in the right place. Thank you for letting us serve you.”*

**Brian O’Neill, M.D., Director**  
VA Northern California Health Care System



### Congressional Districts: 1, 2, 3, 4, 5, 7, 9, 10, 11, 13

#### Director:

**Brian J. O’Neill, M.D.**  
Phone: (916) 843-9058  
Brian.ONeill@va.gov

#### Associate Directors:

##### East Bay Division Nathaniel Elam

Phone: (925) 372-2018  
Nathaniel.Elam@va.gov

##### Sacramento Valley Division

##### John A. Mendoza

Phone: (916) 366-5337  
John.Mendoza3@va.gov

#### Associate Director of Patient Care Services & Nurse Executive:

##### Donna Iatarola, R.N., M.S.N., NEA-BC

Phone: (916) 366-5320  
Donna.Iatarola@va.gov

#### Chief of Staff:

##### William Cahill, M.D., M.B.A.

Phone: (916) 843-9045  
William.Cahill2@va.gov

#### Public Affairs Officer:

##### Robin Jackson

Phone: (916) 843-9247  
Robin.Jackson2@va.gov

#### Customer Service Manager:

##### (Patient Advocate)

##### Kevin Kasnick

Phone: (916) 843-7241  
Kevin.Kasnick@va.gov

#### OEF/OIF Program Manager:

##### Darcie Henning, LCSW

Phone: (925) 372-2154  
Darcie.Henning@va.gov

#### Eligibility/Enrollment

8:00 am - 4:00 pm (Monday-Friday)  
(800) 382-8387

#### Advice Nurse

24 Hours  
(800) 382-8387

#### Pharmacy Advice & Refills

7:30 am - 4:00 pm (Monday-Friday)  
(866) 600-8279

#### Internet Address

[www.northerncalifornia.va.gov](http://www.northerncalifornia.va.gov)

# VA Palo Alto Health Care System



**Congressional Districts:**  
10, 11, 12, 13, 14, 15, 16, 17, 18, 19

**Director:**

**Elizabeth Joyce Freeman**  
Phone: (650) 858-3939  
Lisa.Freeman2@va.gov

**Associate Director:**

**Joanne Krumberger**  
Phone: (650) 849-1920  
Joanne.Krumberger@va.gov

**Chief of Staff:**

**Lawrence Leung, M.D.**  
Phone: (650) 858-3941  
Lawrence.Leung@va.gov

**Nurse Executive:**

**Gloria N. Martinez, RN MS**  
Phone: (650) 493-5000, Ext. 65199  
Gloria.Martinez4@va.gov

**Public Affairs Officers:**

**Kerri Childress**  
Phone: (650) 858-3925  
Kerri.Childress@va.gov

**Patricia Teran-Matthews**

Phone: (650) 849-1222  
Patricia.Matthews1@va.gov

**Patient Representative Advocate**

**Margaret Lawrence**

Phone: (650) 493-5000, Ext. 65544  
Margaret.Lawrence@va.gov

**OEF/OIF Program Manager:**

**Laura Gomez**

Phone: (650) 444-7114  
Laura.Gomez3@va.gov

**Eligibility/Enrollment**

8:00 am - 4:30 pm (Monday-Friday)  
(650) 493-5000, Ext. 66266

**Advice Nurse 24 hours**

(800) 455-0057

**Internet Address**

www.palo-alto.med.va.gov

The VA Palo Alto Health Care System (VAPAHCS) is made up of three divisions that consist of 833 operating beds, three community living centers, a 100-bed homeless domiciliary, and seven community based outpatient clinics; the Fremont Clinic, opened in February 2010. Additionally, there are four Vet Centers located within the VAPAHCS catchment area.

VAPAHCS is home to a variety of regional treatment centers, including a Spinal Cord Injury Center; a Polytrauma Rehabilitation Center; the Western Blind Rehabilitation Center; a Geriatric Research, Educational and Clinical Center; a Homeless Veterans Rehabilitation Center program and the Men's and Women's Trauma Recovery Programs.

As one of the four Polytrauma Rehabilitation Centers in the United States, VAPAHCS cares for Veterans with multiple injuries, including combat-injured service members from Iraq and Afghanistan.

The VAPAHCS Research Program is one of the largest research programs in VA.

## VA Palo Alto Statistics

Outpatient Visits	634,053
Inpatients Treated	9,737
Unique Patients	60,284
OEF/OIF Patients	3,560
Total Operating Beds	833
Employees	3,300
Total Medical Care Budget	\$661,965,645
Medical School Affiliate	Stanford University



*“Our commitment and focus on Veteran-Centered Care and process excellence represent our core values of trust, respect, excellence, commitment and compassion. Those values help guide and shape our ongoing mission to offer world-class health care to our Veterans and support to their families.”*

**Lisa Freeman, Director**

VA Palo Alto Health Care System



# VA Sierra Nevada Health Care System

VASNHCS provides a wide array of inpatient and outpatient services in medicine, surgery, women's health, mental health, interventional cardiology and radiology, neurology, pharmacy, alcohol/drug treatment, eye care, audiology/speech pathology, dental, and home care. A wide range of diagnostic services, including MRI, CT, ultrasound, nuclear medicine, and diagnostic cardiac catheterization services are available. Geriatrics and Extended Care includes, rehabilitation, skilled care, palliative care, respite, geriatrics evaluation, transitional care, and long-term care. Tertiary and unique specialty care not available at VASNHCS is supported in a variety of ways, including referrals to local hospitals and VA Medical Centers in San Francisco and Palo Alto. VASNHCS plans to open a CBOC in Susanville, CA in FY 2010, the VA Diamond View Community Based Outpatient Clinic, serving Lassen, Modoc, and Plumas counties. A Rural Outreach Clinic is also scheduled to open in the Winnemucca, NV area in 2010, providing primary care services to veterans in Humboldt, Lander, and Pershing counties.



**Congressional Districts:**  
**California Districts: 2, 4**  
**Nevada Districts: 2**

**Director:**

**Kurt W. Schlegelmilch, M.D.,  
 FACHE**

Phone: (775) 328-1263  
 Kurt.Schlegelmilch2@va.gov

**Associate Director:**

**Michael C. Tadych**

Phone: (775) 328-1264  
 Mike.Tadych@va.gov

**Chief of Staff:**

**Steven E. Brilliant, M.D., FACP**

Phone: (775) 328-1264  
 Steven.Brilliant@va.gov

**Associate Director for Patient  
 Care Services:**

**Rachel Crossley, RN, MSN, NEA-BC**

Phone: (775) 328-1209  
 Rachel.Crossley@va.gov

**Public Affairs Officer:**

**Alilia McNeal**

Phone: (775) 328-1810  
 Alilia.McNeal2@va.gov

**Patient Representative**

**Paul Woodard**

Phone: (775) 328-1228  
 Paul.Woodard@va.gov

**OEF/OIF Program Manager:**

**Alicia Adams**

Phone: (775) 328-1232  
 Alicia.Adams@va.gov

**Eligibility/Enrollment Office**

7:00 am - 4:30 pm (Monday-Friday)  
 (775) 328-1293

**Advice Nurse 24 Hours**

(888) 838-6256 (option 4)

**Internet Address**

[www.reno.va.gov](http://www.reno.va.gov)

## VA Sierra Nevada Statistics

Outpatient Visits	303,365
Inpatients Treated	4,177
Unique Patients	27,238
OEF/OIF Patients	647
Total Operating Beds	124
Employees	972
Total Medical Care Budget	\$178,160,843
Medical School Affiliate	University of Nevada School of Medicine,



*"We are honored and delighted to provide world-class care and service to America's Heroes!"*

**Dr. Kurt Schlegelmilch, Director**  
 VA Sierra Nevada Health Care System

# VA San Francisco Medical Center



**Congressional Districts:**  
1, 6, 8, 12

**Director:**

**Lawrence H. Carroll**  
Phone: (415) 750-2041  
Larry.Carroll@va.gov

**Associate Director:**

**Ezra R. Safdie, P.E.**  
Phone: (415) 750-2042  
Ezra.Safdie@va.gov

**Chief of Staff:**

**C. Diana Nicoll, M.D., Ph.D., MPA**  
Phone: (415) 750-2047  
Diana.Nicoll@va.gov

**Acting ACOS for Patient Care Services/Nursing**

**Beth Ann Taylor, RN, BSN, MBA, DHAc**  
Phone: (415) 221-4810 2043  
Bethann.Taylor@va.gov

**Public Affairs Officer:**

**Judi A. Cheary**  
Phone: (415) 750-2250  
Judi.Cheary2@va.gov

**Patient Representative Advocate:**

**Nick Rustia**  
Phone: (415) 221-4810 ext. 6650  
Nicholo.Rustia2@va.gov

**OEF/OIF Program Manager:**

**Carrie Bancroft, LCSW**  
Phone: (415) 221-4810 ext. 4405  
Carrie.Bancroft@va.gov

**Eligibility/Enrollment**

7:30 am - 4:00 pm (Monday-Friday)  
(877) 487-2838 Toll Free

**Advice Nurse 24 Hours**

(800) 733-0502

**Internet Address**

www.sanfrancisco.va.gov

The San Francisco VA Medical Center (SFVAMC) is renowned for its state-of-the-art acute medical, neurological, surgical and psychiatric care. The Medical Center has 124 operating beds and a 120-bed Community Living Center. Primary and mental healthcare is provided at community based outpatient clinics in: Santa Rosa, Eureka, Ukiah, and San Bruno. There is a specialized homeless Veterans clinic in downtown San Francisco. SFVAMC has five National Centers of Excellence: The Center of Excellence for Epilepsy Treatment, Cardiac Surgery, Post Traumatic Stress Disorder, HIV, and Renal Dialysis. It has nationally recognized programs including: The Parkinson's Disease Research, Education and Clinical Center, the Hepatitis C Research and Education Center, the Mental Illness Research & Education Clinical Center, and the Western Pacemaker and AICD Surveillance Program.

SFVAMC has the largest funded research programs in the Veterans Health Administration with \$76 million annual research budget. Through its non-profit research corporation NCIRE - The Veterans Health Research Institute, SFVAMC has established a unique partnership with the Department of Defense (DoD) to study the basic neuroscience and neuroimaging of combat-related brain and spinal cord injuries, PTSD and other neurological combat-related injuries. This program is considered a national resource by the DoD and is referred to as the SFVAMC/DoD/NCIRE Neuroscience Center of Excellence.

## VA San Francisco Statistics

Outpatient Visits	459,265
Inpatients Treated	5,502
Unique Patients	54,667
OEF/OIF	1,801
Total Operating Beds	244
Employees	1,830
Budget	\$420,109,743
Medical School Affiliate	University of California, San Francisco

*“Volunteers are vital to VA and play an instrumental role in the care and service we provide Veterans. The San Francisco VA Medical Center is thankful to the more than 800 volunteers who donate more than 96,000 hours of service annually to our Veterans.”*



**Lawrence H. Carroll, Director**  
San Francisco VA Medical Center

## VA Regional Office and Outpatient Clinic, Manila, Philippines

The VA Regional Office (VARO) & Outpatient Clinic (OPC), Manila the only VA activity located in a foreign country. A VA office has been in operation in the Philippines continuously since the U.S. Veterans Bureau was opened in 1922 (except during the Japanese occupation of WW II), and it is an integral part of the United States' mission to the Republic of the Philippines.

The OPC consists of a standalone ambulatory care leased facility, which is located about two miles south of the U.S. Embassy, where the VARO is located. The OPC will be relocated to a state of the art facility at the US Embassy Seafront Compound that will colocate VARO & OPC functions to better serve Veterans. The OPC provides ambulatory care to service-connected U.S. military veterans for their service-connected and non service-connected disabilities and conducts compensation and pension examinations for eligibility purposes. In 2002, of Public Law 106-377 expanded health care coverage to include treatment for the non service-connected disabilities of service-connected U.S. military veterans was enacted.

Health care services are provided at the OPC by primary care staff physicians and by contracted specialist consultants. Outpatient services include general medicine; internal medicine with multiple subspecialties, ancillary services, and support services. Inpatient and fee basis outpatient care is limited to treatment of service-connected conditions and is provided through fee-based arrangements with accredited medical facilities and private health care providers in their community.

### VA Manila Statistics

Outpatient Visits	20476
Inpatients Treated	288
Unique Patients	4304
OEF/OIF Patients	242
Employees	88
Total Medical Care Budget	\$8,659,396.00



*“Celebrating the achievement and successes of our Veterans is an inaugural part of our approach to their total wellness.”*

**Jon Skelly, Director**  
VARO & Outpatient Clinic, Manila, Philippines



#### Director:

**Jon Skelly**

Phone: 9-011-632-301-2671  
Jon.Skelly@va.gov

#### Assistant Director/Public Affairs

##### Officer:

**Richard A. Johnson**

Phone: 9-011-632-301-2148  
Richard.Johnson280ad@va.gov

##### Clinic Manager:

**Dennis L. Brink**

Phone: 9-011-632-833-4566, ext. 4502  
Dennis.Brink@va.gov

##### Chief Medical Officers:

**Vicente N. Gatilao, Jr., M.D.**

Phone: 9-011-632-833-4566, Ext. 4504  
Vicente.Gatilao@va.gov

**Eleanor A. Lopez, M.D.**

Phone: 9-011-632-833-4566, Ext. 5209  
Eleanor.Lopez@va.gov Nurse Manager:

**Evelyn S. Ocampo**

Phone: 011-632-833-4566, Ext. 4206  
Evelyn.Ocampo@va.gov

#### Patient Representative Advocate:

**Amiel T. Mejia**

Phone: 9-011-632-833-4566, Ext. 5208  
Amiel.Mejia@va.gov

#### OEF/OIF Coordinator:

**Ma. Socorro Torrijos**

Phone: 9-011-632-833-4566, Ext. 4405  
Socorro.Torrijos@va.gov

## Important Addresses and Phone Numbers

### VA Sierra Pacific Network

#### VISN 21

201 Walnut Avenue  
Mare Island, CA 94592  
(707) 562-8350  
www.visn21.va.gov

#### VA Central California Health Care System

2615 E. Clinton Avenue  
Fresno, CA 93703-2286  
(559) 225-6100

VA South Valley OPC  
1050 North Cherry Street  
Tulare, CA 93274  
(559) 684-8703

VA Castle OPC  
3605 Hospital Road, Suite D  
Atwater, CA 95301-5140  
(209) 381-0105  
(808) 433-0600

#### VA Medical & Regional Office Center Honolulu

Spark M. Matsunaga VA Medical Center  
459 Patterson Road  
Honolulu HI 96819  
(808) 433-0600

VA PIHCS  
PTSD Residential Rehabilitation Program  
459 Patterson Road, Ward 5C1  
Honolulu HI 96819  
(808) 433-0004

VA Hilo OPC  
1285 Waianuenue Ave., Suite 211  
Hilo, HI 96720  
(808) 935-3781

VA Kauai OPC  
3367 Kuhio Highway, Suite 200  
Lihue, HI 96766  
(808) 246-0497

VA Kona OPC  
75-377 Hualalai Highway  
Kailua-Kona, HI 96740  
(808) 329-0774

VA Maui OPC  
203 Ho'ohana Street, Suite 303  
Kahului, HI 96732  
(808) 871-2454

VA Guam Clinic  
US Naval Hospital Guam  
Bldg. 1, Wing E-200 Box 7608  
Agana Heights, GU 96919  
(671) 344-9200

VA American Samoa CBOC  
Fiatele Teo Army Reserve Bldg.  
Pago Pago, American Samoa  
96799  
(684) 699-3730

#### VA Northern California Health Care System

VA Martinez OPC & Center for Rehabilitation & Extended Care  
150 Muir Road  
Martinez, CA 94553  
(925) 372-2000

VA Sacramento Medical Center  
10535 Hospital Way  
Mather, CA 95655-1200  
(916) 366-5366

VA McClellan OPC  
5342 Dudley Blvd.  
McClellan, CA 95652-1074  
(916) 561-7400

VA Redding OPC  
351 Hartnell Avenue  
Redding, CA 96002  
(530) 226-7555

VA Oakland OPC  
2221 Martin Luther King Jr. Way  
Oakland, CA 94612  
(510) 267-7800

VA Fairfield OPC  
103 Bodin Circle  
Travis AFB, CA 94535  
(707) 437-1800

VA Oakland Mental Health Clinic  
2505 West 14th Street  
Oakland, CA 94607  
(510) 587-3400

VA Mare Island OPC  
201 Walnut Avenue  
Mare Island, CA 94592  
(707) 562-8200

VA Chico OPC  
280 Cohasset Road  
Chico, CA 95926  
(530) 879-5000

### VA Palo Alto Health Care System

3801 Miranda Avenue  
Palo Alto, CA 94304-1290  
(650) 493-5000

VA Menlo Park Division  
795 Willow Road  
Menlo Park, CA 94025  
(650) 493-5000

VA Livermore Division  
4951 Arroyo Road  
Livermore, CA 94550  
(650) 493-5000

VA San Jose OPC  
80 Great Oaks Boulevard  
San Jose, CA 95119  
(408) 363-3011

VA Sonora OPC  
19747 Greenley Road  
Sonora, CA 95370  
(209) 588-2600

VA Capitola OPC  
1350 N. 41st Street, Suite 102  
Capitola, CA 95010  
(831) 464-5519

VA Stockton OPC  
7777 S. Freedom Road  
French Camp, CA 95231  
(209) 946-3400

VA Modesto OPC  
1524 McHenry Ave., Suite 315  
Modesto, CA 95350  
(209) 557-6200

VA Monterey OPC  
3401 Engineer Lane  
Seaside, CA 93955  
(831) 883-3800

### VA Sierra Nevada Health Care System

1000 Locust Street  
Reno, NV 89502-2597  
(775) 786-7200 or  
(888) 838-6256

VA Carson Valley OPC  
925 Ironwood Drive, Suite 2102  
Minden, NV 89423  
(775) 786-7200 ext. 4000

## Important Addresses and Phone Numbers

VA Sierra Foothills OPC  
11985 Heritage Oaks Place, Suite 100  
Auburn, CA 95605  
(530) 889-0872 or (888)227-5404

VA Lahontan Valley OPC  
345 West A Street  
Fallon, NV 89406  
(775) 428-6161 or (866)504-0490

### VA Medical Center San Francisco

4150 Clement Street  
San Francisco, CA 94121-1593  
(415) 221-4810

Downtown San Francisco VA Clinic  
401 3rd Street  
San Francisco, CA 94107  
(415) 551-7300

VA San Bruno OPC  
1001 Sneath Lane  
San Bruno, CA 94066  
(650) 615-6000

VA Santa Rosa OPC  
3841 Brickway Blvd  
Santa Rosa, CA 95403  
(707) 569-2300

VA Eureka OPC  
714 F Street  
Eureka, CA 95501  
(707) 442-5335

VA Ukiah OPC  
630 Kings Court  
Ukiah, CA 95482  
(707) 468-7700

### American Embassy Manila Philippines

For: Department of Veterans Affairs  
PSC 501  
DPO AP 96515-1100  
(011) 632-301-2000

### National Cemetery Administration (NCA)

Oakland Memorial Service Network  
1301 Clay Street, Suite 1230  
Oakland, CA 94612-5209  
(510) 637-6270

### Veterans Benefits Administration (VBA)

Oakland Regional Office  
1301 Clay Street, Rm 1300 North  
Oakland, CA 94612  
800-827-1000

Reno Regional Office  
5460 Reno Corporate Drive  
Reno, NV 89511  
800-827-1000

Honolulu Regional Office  
459 Patterson Road, E-Wing  
Honolulu, HI 96819-1522  
800-827-1000

### Vet Centers

#### Nevada

Reno Vet Center  
1155 W. 4th Street, Suite 101  
Reno, NV 89503

#### Guam

Guam Vet Center  
Reflection Center  
222 Chalan Santo Papa, Suite 201  
Agana, Guam, GU 96910  
671-472-7161

#### California

Santa Cruz County Vet Center  
1350 41st Ave, Suite 102  
Capitola, CA 95010-3906  
831-464-4575

Chico Vet Center  
280 Cohasset Road, Suite 100  
Chico, CA 95928  
530-899-8549

Concord Vet Center  
1899 Clayton Rd, Suite 140  
Concord, CA 94520  
925-680-4526

Redwoods Vet Center  
2830 G Street, Suite A  
Eureka, CA 95501  
707-444-8271

Fresno Vet Center  
3636 North 1st Street, Suite 112  
Fresno, CA 93726  
559-487-5660

Modesto Vet Center  
1219 N. Carpenter Rd, Suite 12  
Modesto, CA 95351  
(209) 569-0713

Oakland Vet Center  
1504 Franklin Street, Suite 200  
Oakland, CA 94612  
510-763-3904

Peninsula Vet Center  
2946 Broadway Street  
Redwood City, CA 94062-1594  
650-299-0672

Northbay Vet Center  
6225 State Farm Drive, Suite 101  
Rohnert Park, CA 94928  
707-586-3295

Sacramento Vet Center  
1111 Howe Avenue, Suite 390  
Sacramento, CA 95825  
916-566-7430

San Francisco Vet Center  
505 Polk Street  
San Francisco, CA 94102  
415-441-5051

San Jose Vet Center  
278 North 2nd Street  
San Jose, CA 95112  
408-993-0729

### Hawaii

Hilo Vet Center  
126 Pu'uhonu Way, Suite 2  
Hilo, HI 96720  
808-969-3833

Honolulu Vet Center  
1680 Kapiolani Blvd, Suite F-3  
Honolulu, HI 96814  
808-973-8387

Kailua-Kona Vet Center  
73-4976 Kamanu Street, Suite 207  
Kailua-Kona, HI 96740  
808-329-0574

Kauai Vet Center  
3-3367 Khuio Hwy, Suite 101  
Lihue, HI 96766-1061  
808-246-4625

Maui Vet Center  
35 Lunalilo Street, Suite 101  
Wailuku, HI 96793-2523  
808-242-8557



**VA Sierra Pacific Network (VISN 21)**

201 Walnut Avenue

Mare Island, California 94592

(707) 562-8350

[www.visn21.va.gov](http://www.visn21.va.gov)