

The Honorable Carolyn N. Lerner

Secretary Eric Shinseki

U.S. Office of the Special Counsel

In response to the findings by the Department of Veteran Affairs and the Review by Eric Shinseki my statement of rebuttal is as follows.

First off at no time past or present was it the responsibility of Patient Service Assistant in UC to review or print a medication reconciliation for nursing staff that is and has always been a nursing duty. I specifically recall a discussion between myself and Junelle as this was a complaint at one time from this staff member described to me "as an added nursing task" to which I agreed and verbally discussed with all Patient Service Staff at the time. I further stated that if nursing staff had an issue with this they were to call me to discuss.

I would like to make clear that although Junelle Valdez is an Urgent Care Patient Service Assistant she is not nor has ever been under Nursing and does not answer to the charge nurse, this position is under the Business Office not Nursing Service.

If in fact Karen Ameri did print medication reconciliation at urgent care she violated direct instructions by printing, reviewing medication reconciliation for nursing staff. This was not and still is not a job duty of a PSA under my supervision or business office practice. I am not sure why Nurse Manager would state this was to be completed as back when the task was asked of Junelle do perform it was met with an immediate "no this is not a patient service job function. I also would like to include the fact that Ms. Ameri had inter personal feelings towards Ms Cruz and should have never accessed her record for any reason...especially to print out medication of her co-worker..This is just plain courtesy and common sense and ethically she should have known better.

Dawn Burns also had some personal issues with Ms. Cruz. Ms. Cruz had come to me on a couple of occasions regarding different inappropriate comments made by this AOD she felt like she was being "watched" and was made to feel uncomfortable. I asked her to put in writing for me, however responded at the time she would "try to handle on her own". I understand the Ms. Burns position as an Administrator of the Day, however due to her feelings towards Ms. Cruz and her working in the same department ethically she should not have accessed her records.

I would like to state what occurred in regards to me and the unjust accusations by Paul Segien. Cathy Stephens and the bullying tactics that were carried out by Delena Jones.

Elizabeth Cruz was verbally attacked by co-worker Christina Moniz and this being the last straw for her has been out on workers compensation for Mental Health reasons. This occurred on March 16th 2010. I myself went out on workers compensation the same day due to a minicus tear in my right knee which

required surgery. I did not return until May 1st 2010. Upon my return I was called into Cathy Stephens's office here in Brockton by Paul Segien.

Mr. Segien stated that he and Cathy Stephens both felt Ms. Cruz and I were in "cahoots" regarding HIPPA violation and that in fact we are good friends who both live in New Bedford" That he received an email from myself and Ms Cruz that looked like with both sat together and wrote the same thing. I requested him to send me or show me a copy of that email to which he said no. This is only one instance of how Management in Patient Services make up what they think is accurate and claims it for the truth without bothering to investigate or listen to anyone's comments. I have been bullied, intimidated and mentally abused at the hands of these so called management staff.

The time period from May 1st 2010 up until Joanne Perra took over Patient Service in Brockton which occurred sometime right before Christmas of 2011 I have been put on and taken off many anti anxiety medications as well as been hospitalized for what later were determined to be full blown panic/anxiety attacks. This has affected my health, my family and my work environment. I feel I have been retaliated against due to my Whistleblower status, by Cathy Stephens, Paul Segien and Delena Jones on a regular basis. I have been denied my basic rights as a human being and one of their staff members and have been bullied and treated unethically.

I have sent emails to all our EEO staff, William Warfield the Chief of HR, Rhonda Dechambeau Asst Chief of HR, Our Director Mr. Lawson as well as Susan MacKenzie our Asst Chief with the only response for Ms. Mackenzie to sent me to another department for a "little break". At no time was I contacted and asked for my response to any of the above issues.

Another incident that should be addressed as well which is the theme of this whole incident and makes clear to me that "yes there is a cover up going on here at Boston Healthcare Systems is the following;

Delena Jones had become our Manager here at the Brockton Campus and from day one had started to create a hostile work environment on many different levels. She sent me an email regarding into her past situation with the Union President and how I allegedly was "creating a hostile work environment which is how Delena started her web of lies and bullying. During this incident of being harassed and bullied even by email I came back to my own office and started to have an Anxiety Attack, couldn't breathe, blood pressure high I went to Employee Health where I was immediately brought to UC. I asked that my staff not check me in and asked nurse assisting me to call Paul Segien and/or Cathy Stephens to check me in. Both declined and request one of my peers to check me in who also declined. Finally one of the nurses entered me into system so I could be seen. I stayed in UC for about an hour until I had calmed down and was able to return to work. I was so upset that my upper management put my life and my health in jeopardy by not checking me into UC.

I later met with the EEO Dick Hogan who stated to me when I asked Why they would not check me in that and I quote "they were afraid you were trying to set them up" I asked Dick to explain this and he said due to the report I had made on HIPPA violation they did not want to access my record. To which is a known fact you can check someone into UC without accessing their medical record. The bottom line

here is that Cathy Stephens, Paul Segien and Delena Jones had set a course of destruction for moral and ethical behavior required of management here at the Department of Veteran Affairs.

The bottom line to this whole situation is that if you are a veteran/employee you basically have no rights and as stated by Paul Segien himself to me regarding Elizabeth Cruz and I quote "that is risk you take by being seen at the VA for healthcare and maybe she should go to an outside doctor" Again how to you try to rationalize this statement...I for one cannot. If management of VAMC feel like this how does this bode for his subordinates?

Elizabeth Cruz has unfortunately been victim of unethical behavior and unfairness due to her staying to herself and not being part of the "click" here at Brockton Patient Services. I have since proposed accommodations for her to return since her physician has stated she can just not to the same area. It was denied by Paul and Cathy and she was told she could come back to another facility West Roxbury; however this would create a hardship for her son that has cerbal palsy and her young daughter due to her commute and inability to make it home from Boston in time to get them off the bus.

In conclusion I understand I have not answered everything according to responses from staff and I cannot as this only causes my blood pressure to get high, my panic and anxiety returns and my feeling of hopelessness escalate due to the mistreatment I have been subjected to on a daily basis for a year not to mention the injustice done to Elizabeth Cruz who is not only a staff member of mine, but a veteran as well.

All this being said I stay for 2 reasons this is my career, 25 years of taking care of veterans first and loving every minute of it, and the hope that my situation what I have endured and what I hope to accomplish by being honest is not in vain and will be looked at and addressed with preconceptions and Change and dignity.

Respectfully

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Eligibility and Enrollment

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