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LAMORINDA WEEKLY

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Samira Davi is a Nurse Liaison for ManorCare Health Services in Walnut Creek. Samira has over 10 years of experience working in health care in Contra Costa County, which has gained her a wide view of what is important to the health care consumer. She will be posting common questions and comments in each issue of the Lamorinda Weekly. You are welcome to contact Samira directly at 925.270.8766

## It's All About Who You Know

Navigating the healthcare system is no easy task, especially when you are in a medical crisis. Post-acute rehab centers can be a maze, and it's important to know who your "inside advocates" are—the people on staff who can help you figure out how things work. Being familiar with the people and processes in the facility will help reduce any anxiety you may feel and ease you through your stay.

#### Who's Who?

THE ADMINISTRATOR: Every Rehab Center has a Licensed

Administrator—the person responsible for ensuring that the quality of care in the center is maintained. Don't be shy—at ManorCare our Administrators have open doors, they expect patients to come by and chat about any number of things. Our Administrators really want patient feedback—excellence in patient care starts with them!

YOUR CHARGE NURSE: Each shift, you'll have a charge nurse assigned to you. Your charge nurse is responsible for your medications, treatments and communication with your physician. If you have questions about your medical care and recovery, you should direct those to your charge nurse.

YOUR SOCIAL WORKER: This person is your point-person throughout your admission. It is their responsibility to help explain your Medicare benefits and work with other staff members to determine your continued eligibility during your stay. At ManorCare, you and/or your family can expect to hear from the Social Worker weekly to get a status update on coverage and progress towards Graduation.

YOUR CASE MANAGER: ManorCare hires RN Case Managers to manage private insurance coverage throughout your stay. We hire RN's so that we can professionally communicate your clinical needs to the medical review teams at your insurance company. You know how convoluted those insurance companies can be—it's our job to keep it straight and ensure you are maximizing your benefits. Your Case Manager will help you throughout your admission and will help coordinate the best day: your discharge home!

Remember that the most important person in the healthcare system is YOU! I talk with a lot of patients, and a lot of family members. I hear from them that they feel lost in the system, like a number or a diagnosis. Knowing which staff members can provide you with information, guide you through insurance, help 'translate' your physician visits, and most importantly help you get home safe and healthy, is the key to understanding your recovery.

> For more information please visit www.manorcare.com. For a short video visit us on YouTube: www.youtube.com/hcrmanorcare



ManorCare Walnut Creek 1226 Rossmoor Parkway Walnut Creek, CA 94595, 925.975.5000 Walnutcreek@manorcare.com

ManorCare Tice Valley 1975 Tice Valley Blvd Walnut Creek, CA 94595, 925.906.0200 ticevalley@manorcare.com

### **Pearl Harbor Survivor** Left His Heart on USS San Francisco

By Cathy Dausman

**925-377-0977** 



From left, California State Senator Leland Yee with "Chief Johnson" during the 2001 USS San Francisco memorial service. Photo provided

Richard "Johnny" Johnson, rest of the country was angry, until recently a Lafayette mad and frightened to death, he resident, turns 90 Dec. 6 but you wouldn't know it. The retired Navy chief still has a full head of bees to get the San Francisco hair and an unlined face. He was just a boy at 17, a self-professed high school dropout, when he enlisted with his mother's permission on his birthday in 1940.

World" – that was the poster which inspired the Minnesota farm boy and his older brother to enlist. "Chief Johnny" passed the physical, his brother did not.

In April, 1941, Seaman Third Class Johnson boarded the USS San Francisco in Pearl Harbor. He worked in the galley throughout his entire enlistment preparleft the "Frisco."

Johnson recalled how Pearl Harbor was awash in young sailors as the Navy built its forces for the war they feared was coming. "Saturday nights in Honservicemen; you had to walk in derstand." the streets," he said.

dock in its place.

The morning of Dec. 7, 1941, day on Waikiki Beach. He no- for future generations." ticed planes flying overhead.

were the Japanese fleet.

because it was unarmed. As for the response to the attack, Johnbelieve what was happening. The at the war's end.

added.

Repair crews "flocked like ready," Johnson said.

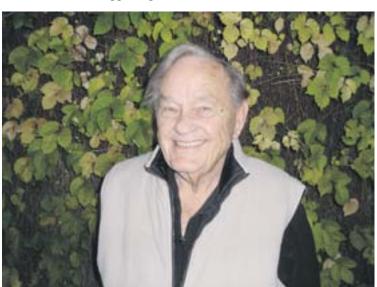
For Johnson, the big picture was not as important as the personal battles he and his fellow servicemen fought to win the war: "Join the Navy and See the His buddy, Charlie, who survived naval fights aboard the USS Chicago and the ill-fated USS Arizona; a corpsman whose job it was to identify close to 200 dead and injured soldiers and sailors, most of whom were without dog tags; and another sailor who survived the sinking of the USS West Virginia.

Equally important to Johnson's ing meals for the crew, and never Pearl Harbor experience was his involvement aboard the Frisco during the battle of Guadalcanal. Yet Johnson saves most of his reminiscing for military reunions, explaining Pearl survivors don't tell their kids about their experiences olulu were [so] packed with because "they wouldn't really un-

Johnson founded the nonprofit The Frisco should have been USS San Francisco Memorial in dry dock, positioned differently Foundation (www.usssanfranwithin Pearl Harbor. Instead, cisco.org) which conducts an an-Johnson said, his ship was being nual memorial ceremony at repainted; half its food and all its Lands' End in San Francisco to ammunition was unloaded. The honor the 107 sailors and Marines USS New Orleans was in dry killed in action there Nov. 12-13,

Speaking as foundation presi-Johnson was drinking coffee on dent, Johnson said, "It is essential the ship's fantail, preparing for a that this history is remembered

To that end, Johnson keeps He waved, not realizing they the flame alive, giving interviews, attending presentations and me-When the bombing started, morial services. Johnson has the Frisco was overlooked, likely since returned to Pearl Harbor – his daughter lives in Hawaii – and calls the Japanese "really wonderson said, "We were just young, ful people" who first experienced dumb kids." They couldn't quite liberty, freedom and democracy



Richard Johnson

Photo Cathy Dausman

Submit stories and story ideas to storydesk@lamorindaweekly.com