



Proud of our Veterans,  
Proud of America!

**THE**

# epicenter

Newsletter of the VA Palo Alto Health Care System (VAPAHCS) • November 2001

## Veterans Day History

In 1918, on the eleventh hour of the eleventh day in the eleventh month, the world rejoiced and celebrated. After four years of bitter war, an armistice was signed. The “war to end all wars” was over.

November 11, 1919 was set aside as Armistice Day in the United States, to remember the sacrifices that men and women made during World War I in order to ensure a lasting peace. On Armistice Day, soldiers who survived the war marched in a parade through their home towns. Politicians and veteran officers gave speeches and held ceremonies of thanks for the peace they had won.

Congress voted Armistice Day a federal holiday in 1938, 20 years after the war ended, but Americans realized that the previous war would not be the last one. World War II began the following year and nations great and small again participated in a bloody struggle. After the Second World War, Armistice Day continued to be observed on November 11.

In 1953 townspeople in Emporia, Kansas called the holiday Veterans’ Day in gratitude to the veterans in their town. Soon after, Congress passed a bill introduced by a Kansas congressman renaming the federal holiday to Veterans’ Day. In 1971 President Nixon declared it a federal holiday on the second Monday in November.

Americans still give thanks for peace on Veterans’ Day. There are ceremonies and speeches and at 11:00 in the morning, most Americans observe a moment of silence, remembering those who fought for peace. It is a holiday in the United States, France, the United Kingdom, and Canada. In Canada it is known as Remembrance Day, and in the United Kingdom, as Remembrance Sunday.

After the United States’ involvement in the Vietnam War, the emphasis on holiday activities has shifted. There are fewer military parades and ceremonies. Veterans gather at the Vietnam Veterans Memorial in Washington, D.C. to place gifts and stand quiet vigil at the wall by the names of their friends and relatives who fell in the Vietnam War.

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# Lisa Freeman

Director, VA Palo Alto Health Care System



## JCAHO Survey A Success!!

### A Message of Thanks from the Director

The VA Palo Alto Health Care System achieved accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) after an onsite visit October 1-4, 2001. The review found that VAPAHCS had demonstrated overall compliance with JCAHO's national standards for health care delivery. We received the following preliminary scores:

- Hospital Accreditation Program (HAP) - 91 with four Type I findings
- Home Based Care - 100 with no Type I findings
- Behavioral Medicine - 99 with no Type I findings
- Long Term Care - 98 with two Type I findings

Our overall score is the highest HAP score among the five VISN 21 health care systems recently surveyed. With JCAHO's new grading standards, the average scores are eight to ten points lower than those awarded last cycle.

The Joint Commission evaluates and accredits nearly 19,000 health care organizations and programs in the United States. An independent, not-for-profit organization, the Joint Commission is the nation's predominant standards setting and accrediting body in health care. Since 1951, the Joint Commission has developed state-of-the-art, professionally based standards and evaluated the compliance of health care organizations against these benchmarks. Accreditation by the Joint Commission is recognized nationwide as a symbol of quality that indicates that an organization meets certain performance standards.

I want to express my sincere appreciation to all the employees of VAPAHCS who demonstrated their commitment and dedication to providing quality health care to veterans through this review. Your interaction with the survey team contributed greatly to their perception of VAPAHCS as an outstanding health care system.

In the near future, we will have award ceremonies within each service or site to acknowledge and reward your contributions to our success. Thank you again.



# Disaster Relief at the Pentagon

Immediately following the terrorist attacks of September 11, Mr. Fred Gusman, Director, National Center for Post Traumatic Stress Disorder (NCPTSD), and five other VA Palo Alto-based, NCPTSD staff (Joe Ruzek, Gregory Leskin, Robyn Walser, Sherry Riney, and Kent Drescher) obtained clearance and permission from VA and Department of Defense (DoD) officials to travel to the Pentagon disaster. Once onsite, the NCPTSD team worked with DoD leadership, including Lt. Gen. John Van Alstyne and Col. William Huleatt, to coordinate the mental health disaster response at the Pentagon Family Assistance Center and the US Army Community and Family Support Center. For twenty-five days, the NCPTSD team worked closely with Col. Huleatt's disaster response team to provide psychological



*Mr. Fred Gusman meeting with Col. Huleatt and his disaster team*

support, consultation and education to DoD leadership and staff, Casualty Assistance Officers (CAOs), family members, and other disaster services personnel (e.g., American Red Cross, FEMA, FBI Crime Victims Services, and VA Benefits). The NCPTSD team provided twice-daily debriefings to Pentagon staff, as well as psycho-educational presentations on early intervention and self-care strategies related to the Pentagon attack aftermath. Specifically, the NCPTSD team trained mental health staff on psychological first aid/defusing/debriefings, identifying pathological reactions or behaviors, and encouraging self-care and healthy coping. In addition, the NCPTSD team joined DoD staff to form a collaborative, multidisciplinary team offering direct mental health services to Pentagon military and civilian employees, Pentagon families, and families of passengers killed on American Airlines flight 77. For example, the NCPTSD team accompanied family members during ceremonial visits to the Pentagon crash site.

In addition, the NCPTSD team worked with Col. Huleatt to develop educational materials and survey instruments. A debriefing training manual was written to help instruct DoD mental health specialists to continue to facilitate debriefings integrating both the DoD and NCPTSD intervention strategies. Also, a program evaluation instrument, referred to as the Casualty Assistance Officers-Survey (CAO-S), was written to monitor the effectiveness of DoD's disaster response. The CAO-S measures perceived self-efficacy, utilization and satisfaction of resources and services, and global stress levels of CAOs. Results from this survey will be used to support policy planning for future disaster responses. Preliminary results indicate that CAOs were "very satisfied" with the VA's debriefings, as well as VA's benefit and compensation services. Members of the NCPTSD team continued to provide services until the conclusion of Phase I of the Pentagon disaster relief operation.

## Operation Winter Warmth III: Caring Today, Preparing for Tomorrow

Perioperative Nurses Week (formerly know as OR Nurses week) will be observed November 11-17 in conjunction with Operation Winter Warmth. OR Nurses collect used clothing (primarily men's outerwear) from the staff and distribute it to Veterans in need. Collection boxes will be located in Voluntary Services and throughout the facility.

For more information e-mail [g.winter.warmth](mailto:g.winter.warmth).

## SCI Research Wants You!

We are currently looking for subjects who are interested in participating in two research studies involving Heart Rate Variability, and ECG abnormalities in able bodied individuals. Results will be used for comparison with individuals with Spinal Cord Injury (SCI).

**Who is eligible:** Men over 18 years of age who can walk, and without history of heart disease.

**Study duration:** 2-1/2 hour appointment plus 24-hour monitoring (done while you participate in your normal daily activities).

**Compensation:** \$50-\$100 dependent upon level of participation.

**Interested?** Contact (650) 493-5000 Wilsa Charles x64259

# National American Indian Heritage Month

National American Indian Heritage Month honors the original peoples of this land and recognizes the important contributions of American Indians and Alaskan Natives to our country. The first “American Indian Day” was declared by the State of New York in 1916. Each year, from 1985 through 1989, Congress enacted legislation designating “American Indian Heritage Week.” In 1990 President George Bush declared November as the first National American Indian Heritage Month. His action was based on legislation presented by Senator Daniel K. Inouye (D-Hawaii) and Congressional Delegate Eni Faleomavaega (D-American Samoa).

Tribal America has brought to this country certain values and ideas that have become ingrained in the American spirit — the knowledge that humans can thrive and prosper without destroying the natural environment; the understanding that people from very different backgrounds, cultures, religions, and traditions can come together; and the awareness that diversity can be a source of strength rather than division.

As we celebrate American Indian Heritage Month this year, we take note of the injustices that have been suffered by American Indian people. Against the odds, America’s first peoples have endured, and they remain a vital cultural, political, social, and moral presence. The Iroquois

taught that in every deliberation we should consider the impact of our decisions on the next 7 generations. We must learn about our past – both the good and the bad – so that we may learn from our successes and mistakes.

For further information you may contact John Witt, Native American Special Emphasis Program Manager at our EEO Program Office, extension 62112 or 23302.



*John Witt, Native American Special Emphasis Program Manager, and patient Chester Allrunner, Southern Cheyenne Elder*

## Sweat Lodge Installation

The installation of the traditional Sweat Lodge was sponsored by the Chaplain Service and the American Indian Special Emphasis Program Committee, which began with a blessing conducted by Elmo Hernandez, Hopi Shaman and was followed by a meal featuring native western tribal foods.

For the uninitiated, a sweat lodge is basically a low hut-like structure with a ground-level entrance, constructed using willow branches and natural materials like bark and grass, and covered with a canvas tarpaulin for better steam retention. A fire is started outside the lodge for the purpose of heating the rocks for the sweat. The sweat begins when the heated rocks are placed into a dugout pit inside the lodge. Participants sit on mats or blankets around the pit’s perimeter, while water is spilled periodically over the rocks to produce steam.

The sweat lodge will provide traditional sweat lodge spiritual ceremonies to meet the needs of patients within the VAPAHCS. Sweat baths are recognized as a sacred spiritual ceremony practiced by American Indians as a purification ritual. Many participants prepare for the sweat by fasting for an entire day while avoiding caffeine, alcohol and other unhealthy substances. It is a day of contemplation in preparation for the sweat. In a traditional sweat, there is guided prayer, chanting and drumming. Native American spiritual leaders will conduct the sweat lodge ceremonies under the direction of the VAPAHCS Chaplain Service.

For more information you may contact Elmo Hernandez, Hopi Shaman, Chaplain Service, extension 65257.

## Suggested Sweat Lodge Reading:

- *The Native American Sweat Lodge: History and Legends* by Joseph Bruchac
- *The Sacred Pipe: Black Elk’s Account of the Seven Rites of the Oglala Sioux* by Joseph Epes Brown
- *Rainbow Tribe: Ordinary People Journeying on the Red Road* by Ed McGaa, Eagle Man
- *Mother Earth Spirituality: Native American Paths to Healing Ourselves and Our World* by Ed McGaa, Marie N Buchfink

# EMPLOYEE NEWS

## New Employees

Acquisition & Materiel's Mgmt  
**Felix C. Arcayan**

Canteen Svc.  
**Timothy Bundy**  
**Teresi Crueldad**  
**Raul Luna**

Chaplain Svc.  
**Dalva Carvalho**  
**Josefa L. Ha**

Chief of Staff  
**Enrique Vitug**

Dental Svc.  
**Lan H. Hoang**

Director's Office  
**Elba Soto**

Engineering Svc.  
**D. Carraher**

Environmental Mgmt. Svc.  
**John A. Lucero**  
**Charles Rubino**

Nursing Svc.  
**Kanwalji Arneja**  
**Carol Emery**  
**Carole Fong**  
**Holly Hansen**  
**Sonia Huerta**  
**John McGuffey**  
**Ruth Roldan**  
**Sandra Rose**  
**Nenita Sampayan**  
**Denise Scott**  
**Brenda Sharp**  
**Alberto Sibug**  
**Susima Viera**  
**Clifton Watt**  
**Diane Weston**

Nutrition & Food Svc.  
**Robert W. Garner**  
**William Hammond**  
**Calvin Hudson**  
**Alicia Macajen**  
**F. Dwigh Pylant**  
**Ben Mazzuca**  
**Pathology & Lab Svc.**  
**Donna Keefer**

Pharmacy Svc.  
**Calvin Buford**  
**Vida Shahamat**

Police & Security Svc.  
**B. Frayer**  
**John Gonzales**

Research Svc.  
**Anunai Asthana**  
**George Chen**  
**Anne C. Day**  
**Stephen Fioni**  
**Alenande Harris**  
**Rashelle M. Hix**  
**ER Ingudomnukul**  
**Melody F. Molina**  
**Juliet Munakata**  
**June Srisethnil**  
**Janet Y. Tsui**  
**Bhagya Wickrama**

Physical Med & Rehab Svc.  
**Keri L. Ojeda**

Blind Rehab Svc.  
**Rasan Gray**

Ward Admin.  
**Margo Moore**

## Retirees

Acquisition & Materiel's Mgmt  
**Arthur Fiance (38)**

Ambulatory Care  
**Geraldine Russell (29)**

Engineering Svc.  
**Ray Mix (32)**

Environmental Mgmt Svc.  
**Bello Luzcano (42)**

Medical Svc.  
**Doni Saunders (19)**

Nursing Svc.  
**Janis Heucke (22)**  
**Roberta Huffman (20)**

Research Svc.  
**David Crowley (25)**

*(Years of service are indicated in parentheses.)*

## Employee Service Awards

### 10 Years

**Martha Chiu**  
Psychology Svc.

**Donna Hansen**  
Nursing Svc.

**Nhon Huynh**  
Pharmacy Svc.

**Brenda Pittman**  
Nutrition & Food Svc.

**Ronald Roderick**  
Blind Rehab Center

**Elvira Seril**  
A&MMS

**George-James Waltimire**  
A&MMS

### 15 Years

**Jodi Bisely**  
Nursing Svc.

**Erika Curran**  
Social Work Svc.

**Diep Do**  
Nursing Svc.

**Suzanne Hamilton**  
Nutrition & Food Svc.

**Rodolfo Salindong**  
Fiscal Svc.

**Nieves Sidhu**  
Pharmacy Svc.

**Eileen Stein**  
Nutrition & Food Svc.

**Steven Woodward**  
Psychology Svc.

**Barbara Zschaler**  
Nursing Svc.

### 20 Years

**Precious Anthony**  
Nutrition & Food Svc.

**David Choate**  
Engineering Svc.

**Charmidivina Cruz**  
Nursing Svc.

**Santamma George**  
Nursing Svc.

**Fe Goldberg**  
Dermatology Svc.

**Sandra Green**  
Nursing Svc.

**Jacqueline Kershner**  
Nutrition & Food Svc.

**Ted Pearson**  
Engineering Svc.

**Geraldine Root-Mauthe**  
Social Work Svc.

**Dennis Walias**  
Nursing Svc.

**Beverly Zehrung**  
Nursing Svc.

### 25 Years

**James Barker**  
Social Work Svc.

**Mary Evans**  
Nursing Svc.

**Editha Ghani**  
Nursing Svc.

**Melvin Henry**  
Nursing Svc.

### 30 Years

**Georgette Farrington**  
Nursing Svc.

**Johnnie Keeling**  
Nursing Svc.

**Yuri Saito**  
Nursing Svc.

**Ellen Schwartz**  
Nursing Svc.

### 35 Years

**Elaine Ettman**  
Pathology & Lab Svc.

**Donna Lambert**  
Nursing Svc.

**Florinda Lopez**  
Nursing Svc.

**Betty Ross**  
Nursing Svc.

# CALENDAR OF TRAINING & EVENTS

EES=VA Employee Education System • HR=Human Resources • ORM=Office of Resolution Management • TQI=Total Quality Improvement • TBA=To be announced

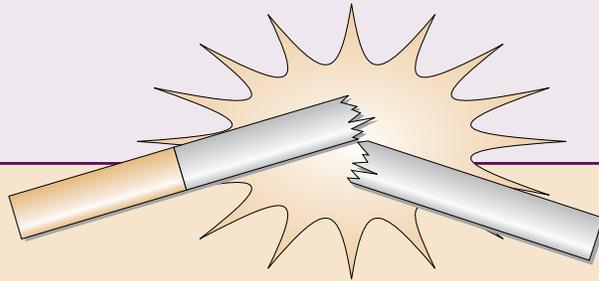
DAY	DATE	SERVICE	TIME	PLACE	INFORMATION
Mon-Wed	11/5-11/7	HRMS	8 am- 4:30 pm	Bldg. 101 Staff Dining Room, Canteen	New Employee Orientation
Tuesday	11/6/01	EES	1:30- 2:30 pm	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Twelve Angry Men: Teams that Don't Quit
Wednesday	11/7/01	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E 117	Martha Losch, MD TBA
Thursday	11/8/01	EES	1:30- 2:30 pm	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Creating World Class Customer Service
Monday	11/12/01	Holiday			Veterans Day
		EES	8- 9:30 am	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Tom Peters: Change and Leadership (Repeat of 10/24 broadcast)
Tuesday	11/13/01	EES	8- 9:30 am	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Peter Senge: Systems Leadership & Change
Wednesday	11/14/01	GRECC	Conference	TBA	Jane Fisher, PhD. TBA
		HRMS	9:30-10:30 am	PAD Bldg. 6 Room C-269 2nd Floor	Prevention and Management of Workplace Violence Angulet Fitzgerald
Thursday	11/15/01	EES	1:30-2:00 pm	Satellite Broadcast Bldg. 6 C-269 2nd Floor	X Factor (Generation X'ers)
Friday	11/16/01	HRMS	1-3 pm	PAD Bldg.6 Room C-269 2nd. Floor	Becoming One VA Angulet Fitzgerald
Monday	11/19/01	EES	1:30-2:00 pm	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Cuban Missile Crisis: Case Study in Decision-Making
Tuesday	11/20/01	EES	8-9:30 am	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Madeline Albright: Global Leadership
			2-3 pm	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Legal & Ethical Issues (VA Ethics Court) Repeat of 10/17/01 broadcast)
Wednesday	11/21/01	EES	9-11 am	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Loud & Clear: How to Prepare and Deliver Effective Business & Technical Presentations
Thursday	11/22/01	Holiday			Thanksgiving Day
Monday	11/26/01		9 am- 3 pm	PAD Auditorium	Blood Drive – Julie Harper, ext. 62124
		Psychiatry	12-1pm	Menlo Park Bldg. T321, Conf. Room	Alan Schatzberg, MD, Chairman TBA
Wednesday	11/28/01	EES	9-11 am	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Love 'EM or Lose 'Em: Getting Good People to Stay
		EES	11:30-1:30 pm	Satellite Broadcast Bldg. 6 C-269 2nd Floor	Managers as Mentors: Building Partnerships for Learning
		Psychiatry	12-1 pm	Menlo Park Bldg. 324 Rm E117	Po Wang, MD New Treatments for Bipolar Disorder
Thursday	11/29/01	HRMS	1-2 pm	PAD Bldg. 6 Room C-269 2nd Floor	Angulet Fitzgerald Workplace Violence

# November 15th Great American Smoke Out

The American Cancer Society organized the first Great American smoke out in 1977. The purpose was to encourage smokers to quit for one day to prove that they could do it. Each year, more Americans try to quit smoking on the day of the Great American Smoke out than any other day of the year - including New Year's Day.

The Great American Smoke out takes place each year on the third Thursday of November (the 15th this year). Millions of Americans will stub out their cigarettes on that day.

For more information about the Great American Smoke out or for tips on how to quit smoking, please contact the American Cancer Society at 800-ACS-2345 or visit their website at [www.cancer.org](http://www.cancer.org).



## Committing to Quit ...

According to the American Cancer Society, if you're serious about quitting smoking, asking yourself these 3 questions may help you stick to your decision:

- Why do I want to quit smoking?
- What method will I use to quit smoking?
- How do I stay smoke free?

To maximize your chances of staying smoke-free for good, you need a Commit-To-Quit plan which consists of these 3 phases:

- Deciding to quit
- Preparing to quit
- Following through

Moving from one phase to the next requires careful thought and preparation. The U.S. Surgeon General states, "Smoking cessation (stopping smoking) represents the single most important step that smokers can take to enhance the length and quality of their lives."

Other benefits include:

- People who quit smoking live longer than those who continue to smoke
- After 15 years off cigarettes, the risk of death for ex-smokers returns to nearly the level of persons who have never smoked
- Quitting smoking decreases the risk of lung cancers, heart disease, stroke, chronic lung diseases and respiratory illness
- Ex-smokers have fewer health complaints, better self-reports of their health status and reduced rates of bronchitis and pneumonia
- Women who stop smoking before becoming pregnant or during the first trimester of pregnancy reduce their risk of miscarriage or of having a low birth-weight baby to that of women who have never smoked

If all of the above are still not good enough reasons for you to quit smoking, think about those around you who don't smoke. When asked, nearly all smokers say they don't want their children to smoke, but children whose parents smoke ARE more likely to start smoking themselves. Become a good role model for them by quitting now!

# National Diabetes Awareness Month

Diabetes is a disease in which the body does not produce or properly use insulin. Insulin is a hormone that is needed to convert sugar, starches and other food into energy needed for daily life. The cause of diabetes is a mystery, although both genetics and environmental factors such as obesity and lack of exercise appear to play roles.

## Type 1

A disease in which the body does not produce any insulin, most often occurring in children and young adults. People with Type 1 diabetes must take daily insulin injections to stay alive. Type 1 diabetes accounts for 5 to 10 percent of diabetes.

## Type 2

A metabolic disorder resulting from the body's inability to make enough, or properly use, insulin. It is the most common form of the disease. Type 2 diabetes accounts for 90 to 95 percent of diabetes. Type 2 diabetes is nearing epidemic proportions, due to an increased number of older Americans, and a greater prevalence of obesity and sedentary lifestyles.

## Gestational

Gestational diabetes develops in 2 -5 percent of all pregnancies but disappears when a pregnancy is over. Women who have had gestational diabetes are at increased risk for developing Type 2 diabetes later in life.

## Insulin - Why Don't I Have Enough?

The pancreas, an organ near your stomach, produces insulin. The pancreas contains cells called beta cells. Beta cells have a vital job: They make insulin, a hormone that helps cells take in the sugar they need. Sometimes, the beta cells get wiped out and cannot produce insulin anymore. Many things might have killed your beta cells, but in most people with Type 1 diabetes, the immune system makes a mistake. Cells that normally protect you from germs attack your beta cells instead. The beta cells die. Without beta cells, you make no insulin. Sugar builds up in your blood, and you get diabetes.

## Taking Care Of Your Diabetes

Many people with diabetes live long, healthy lives. The key is keeping your blood sugar levels within your target range, which can be done with meal planning, exercise and insulin. You will also need to check your blood sugar levels regularly. A device called a glucometer tells how much glucose (sugar) the drop of blood contains.

## Is It Curable?

In people with Type 2 diabetes, glucose builds up in the blood. But with treatment, your blood sugar levels may go down to normal again. But this does not mean you are cured. Instead, a blood sugar level in your target range shows that your treatment plan is working and that you are taking care of your diabetes.

## Warning Signs of Diabetes

### Type 1 Diabetes:

- Frequent urination
- Unusual thirst
- Extreme hunger
- Unusual weight loss
- Extreme fatigue
- Irritability

### Type 2 Diabetes:

- Any of the Type 1 symptoms
- Frequent infections
- Blurred vision
- Cuts/bruises that are slow to heal
- Tingling/numbness in the hands or feet
- Recurring skin, gum or bladder infections

**Note:** Often people with Type 2 diabetes have no symptoms



For more information visit the American Diabetes Association's website at:  
[www.diabetes.org](http://www.diabetes.org).

# You Make a Difference!

*Submitted by our veterans and their families. We welcome more contributions from LVD, Stockton, Modesto, San Jose, and Monterey.*

**Elias Basa**, (PAD) Environmental Management Service, has been a God send. Not only did he do his job with pride and excellence, Mr. Basa went out of his way to make my wife and myself very comfortable. He even did things like get my towel and pajamas. These are acts of generosity. He made my stay more pleasant and comfortable. And like he said, "A Veteran to a Veteran." You will always be in our prayers.

When **Anna Ferrulli**, (LVD) Nursing Service, worked in the walk-in clinic, I asked her if there was anyone here who could help me fill out my annual means test. She directed me to one of the offices, then decided to help me herself. I greatly appreciated her kindness since my treatment issues make it very difficult for me to fill out the forms.

**Ms. Lisa Solomon**, (PAD) Social Work Service, was extremely helpful and resourceful in assisting my family during my father's extensive stay. Through her efforts, we managed, with little inconvenience, what would have been a very difficult experience.

This letter is to bring to your attention the outstanding service that has been rendered by your **Pharmacy Service**. I was pleased not only with the medication I received, but also with the individual care that the staff took in filling the prescriptions. Each and every one of the staff has always been polite and greeted me with a smile. They are professionals in every way. I have talked to other patients who have used Pharmacy Service and they all have the same opinion I do.

Recently I received a phone call at home regarding **Dr. Tracy Robinson**, (LVD) Medical Service. I have been a patient of hers for a few years now. When I was hospitalized, she went "beyond her duties" to stop by and see me no matter how late the hour. I commented to her that she should be on her way home. She told me that her patients were impor-

tant to her and that made me feel good. She never fails to return my calls, usually the same day, and is willing to talk as long as necessary to fulfill my medical needs. She has proven to me that she is the very best and you are lucky to have her as part of your medical staff.

I truly appreciate the kindness and true dedication of **Cherry Orne**, R.N., (MPD) Nursing Service, to helping me as both my nurse and counselor. She is so on the ball and very attentive to the needs of her patients. I can't say enough about the honesty and commitment of **Clarence Kemper**, A.T., (MPD) Psychiatry Service. Each class he taught was enlightening and heart-felt. There is no doubt he is committed to his work and to each patient. I can't believe how much attention **Cecilia Valera**, L.V.N., (MPD) Nursing Service, pays to each individual patient. She has so much care and concern. Her skills are certainly appreciated. (These staff are from the **349-Gateway Detox Program**.)

I cannot begin to tell you how grateful I am that you had **Raul Gonzales**, (PAD) Pathology and Laboratory Service, working in the lab today. My doctor asked me to come in and get some blood drawn. The whole blood draw experience terrifies me and I've had some pretty awful experiences with it. Raul was absolutely wonderful. Even though other people were waiting, he allowed me to feel like we didn't need to hurry. He listened to my fears, he didn't hurt me at all when he took the blood, and he even talked to me to distract me. I am truly grateful.

**Leticia Suba**, R.N., (PAD) Nursing Service, is a highly skilled nurse and she knows her responsibilities. She is knowledgeable, cheerful, and always helpful when you need her. **Amelita Martin**, N.A., (PAD) Nursing Service, is also very responsible and hardworking. She is very highly skilled in the performance of her duty and is always very helpful and cooperative.

## Everything You Always Wanted To Know About *Federal Express Mail*

- FedEx packages are processed daily Monday through Friday from 7:30 a.m. to 2:00 p.m.
- Packages are processed in the Warehouse and Mail Sections (Building 50) at Palo Alto. Hours of operation are from 7:00 a.m. to 3:30 p.m. daily
- Federal Express picks up packages at 2:30 p.m. daily

### To ensure delivery, customers should do the following:

- Complete a justification form (This is attached to HCSM 90-99-03.)
- Verify that all information on the form is correct

- Attach completed form to package
- Properly seal package i.e., no open packages

Customers can have the package ready for pick up when mail clerks come to their areas for regular mail delivery

*or*

Customers can drop off Federal Express packages at the Metered Mail Room at PAD Building 6, Room A-120. Call extension 63520 for assistance.

Packages that are sent out after 2:00 p.m. will not be processed until the following business day.

### Other Important Facts

- Customers can request a tracking number from the processing section. This will enable them to have proof of shipment and delivery.
- Customers need to be aware that we don't ship internationally.
- Customers need to be aware that we don't ship to post office boxes.

If there are issues pertaining to proper packaging, procedures, etc., please contact Jimmie Penny, Supervisor, Mail Room at extension 65590

# November Word Search

S M O K O V E T E R A N S D A Y  
 G S O O U T N I U N I O T E D V  
 E B R I D E G T H A E I N K S A  
 N G I V I G N O U V B T T U T R  
 E T G O T B B U I L D A B B U G  
 R A U A I N E T A C I D E D O G  
 A M E R I C A N T H E N Y I E A  
 T A H I K N S A F E T U R R K I  
 I B M B N E U N I T D O O E O D  
 O N A E R T Y N A T E F T I M V  
 N G E N R I R A T I T O S N S I  
 N T H O U I D S H A I L I L N O  
 T K G N I V I G S K N A H T L L  
 V E T E R D Y T E H U F O U N D  
 T H A N K S A M E R I C A N A T

Find the following words in the letters above:

- |          |            |              |
|----------|------------|--------------|
| American | Foundation | Smokeout     |
| Bridge   | Generation | Thanksgiving |
| Build    | Gravy      | Turkey       |
| Dedicate | History    | United       |
| Eat      | Native     | Veterans Day |



is published monthly  
 by and for employees of the  
 VA Palo Alto Health Care System.

Submissions should be received by  
 the 1st working day of the month to  
 be included in upcoming issues.  
 Due to space limitations, it is not  
 possible to publish all submissions.

We welcome any comments,  
 suggestions or story ideas  
 you may have; please contact the  
 Communications Officer (00A) at  
 ext. 64888 or directly at  
 650-858-3925,  
 or e-mail [g.epicenter](mailto:g.epicenter).

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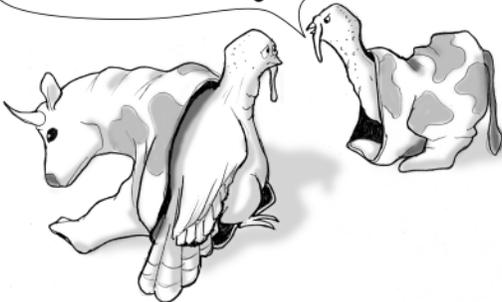
**Teri Ortiz**

**Chuck Revell**

## Did you know?

You can read this newsletter on our website at [VAPAWEB](http://VAPAWEB)!

Quit complaining ...  
 of course it will work!  
 Besides, I'm the one  
 who's going to be looking at  
 tail feathers all day!



**Tom and his brother were doing fine  
 until Farmer Hank decided to have  
 roast beef for dinner.**



## Country Store

**Menlo Park  
 November 14<sup>th</sup>**

**Palo Alto  
 December 12<sup>th</sup>**

**10:00 a.m. - 1:00 p.m.**

Come enjoy  
 International Foods,  
 Boutique,  
 Garage Sale  
 and *more!*

For more information  
 please call  
 Voluntary Service  
 at extension 65800