


**Proud of our Veterans,
Proud of America!**

THE epicenter

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

Celebrating Physical Therapy Month

The theme to Physical Therapy Month 2001 and the permanent motto to the American Physical Therapy Association is “the science of movement... the art of caring.” Throughout the VA, there are caring physical therapists using both of these ideals on a daily basis to help veterans improve their mobility and quality of life. In the acute care wards of the hospital, spinal cord injury rehabilitation, out-patient clinics, comprehensive rehabilitation and skilled nursing care, you’ll find VA therapists working with a wide variety of ailments while catering to the individual.

As professionals in the field of movement, Physical Therapists strive to educate and assist others in their physical pur-

“Physical Therapy helped me to learn the basic movement to walk and use my legs. I can’t thank them enough for what they have given me.”

suits. Getting out of bed for the first time after surgery, learning to cope with long-term issues such as low-back pain, re-training after a stroke, or returning to a sport of choice are just some of the needs Physical Therapists address on a daily basis. Commenting on working with his therapist, Mr. D. Connelley, a patient in Building 7 stated, “It’s good to be back on my feet”, emphasizing that he did so with the therapist’s assistance. “Physical Therapy helped me to learn

the basic movement to walk and use my legs. I can’t thank them enough for what they have given me,” stated R. Alaimo, an SCI patient.

Therapists celebrate Physical Therapy Month as a reminder not only of their dedication to their professions and the people they serve, but as a challenge to reach out to the greater community. In addition to day-to-day treatments, the therapy staff is also dedicated to providing special programs for the veterans. At the

Livermore Division, Ken Randall and Kevin Ochs have been running a monthly educational series for patients suffering from debilitating back pain. Over 75 veterans have graduated from their



Veteran Robert Stafford, Jr. with PT student Jennifer Krause and Suzanne Kum, PT.

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Secretary Principi's Five Visions for Veterans Affairs



My first vision is for VA to be the nation's recognized leader in the provision of quality health care, to a clearly defined segment of the American people. In particular, I want us to lead in the areas where we have a unique role to play in America's health care: spinal cord injuries, blind rehabilitation, severe psychological conditions, and geriatric care.

My second vision for this Department is to be the nation's recognized leader in disability compensation and disability evaluations.

This is a core mission our department and we must do better. It is the foundation upon which the VA is built and the basis for our programs.

My third vision for VA is for VA to be the nation's recognized leader in research, focused on patients whose illnesses, diseases, and injuries are the product of military service. Our core mission is to care for those who have borne the battle. Our research program should support that core mission.

My fourth vision for VA is to assure America that her sons and daughters who so proudly served in times of war and peace will forever be honored in National Cemeteries recognized as National Shrines, secured by their service and thereby dedicated to their memories. Last year, 83,000 veterans were so honored.

Finally, my fifth vision is for VA to be the recognized leader in the entire nation, both the public and private sectors, in the application of business principles that will allow us to be our country's most effective and efficient provider of benefits and services.

John R. Sisty, CHE Appointed Associate Director



John R. Sisty, CHE has been appointed Associate Director at the VA Palo Alto Health Care System. As Associate Director he has direct program responsibility for Human Resources Service, Business Office, Nutrition and Food Service, Engineering Service, Fiscal Service, Acquisition and Materiel Management Service, Prosthetics and Sensory Aids Service, Information Resources Management Service, Voluntary Service, Chaplain Service and Environmental

Management Service. As a member of the triad, he oversees one of the most complex facilities in the VA system with an annual budget in excess of \$350 million, over 2,800 employees and 913 operating beds spread between three divisions and a myriad of special programs.

Prior to his appointment as Associate Director at VAPAHCS, Mr. Sisty was Associate Director at the VA Medical Center Asheville, North Carolina from January 2000 to September 2001. Mr. Sisty began his VA career in 1975 as an Engineer Officer Trainee at the VA Medical Center, Fayetteville, North Carolina. He moved progressively through the VA system serving as Assistant Chief Engineer, VA Medical Center Sheridan, Wyoming, and then as Chief Engineer at VA Medical Centers in Huntington, West Virginia, Sepulveda, California, and Augusta, Georgia. He entered the Associate Director Training Program in June 1993 at the VA Medical Center, Jackson, Mississippi. He was Associate Director of the VA Health Care Center in El Paso, Texas from July 1994 to January 2000.

Mr. Sisty received his BS in Civil Engineering from North Carolina State University in 1973, and his MS in Health Care Administration from Central Michigan University in 1989. He is a Registered Professional Engineer and Diplomate in the American College of Health Care Executives.

Mr. Sisty and his wife, Deborrah have 2 children. He and his wife reside in Menlo Park, CA.

October is Brain Injury Awareness Month

Imagine waking up in the morning and not remembering how to get dressed. Imagine sitting down to eat dinner and not remembering that you just ate. These are everyday occurrences for many people who have sustained a traumatic brain injury. Upon hearing the term “brain injury,” many think it is an immediate death sentence or that it leaves an individual with such severe impairments that they are incapable of living productive, “normal lives.” In a national effort to change that, the Brain Injury Association (BIA) has designated October as Brain Injury Awareness Month.

According to the Center for Disease Control and Prevention, an estimated 5.3 million Americans, just over 2% of the current U.S. population, are currently living with disabilities received from a traumatic brain injury (TBI). Vehicle crashes are the leading cause of brain injury and account for 50% of all TBI. Falls are the second leading cause and the leading cause of brain injury in the elderly. The risk of TBI is highest among adolescents followed by young adults and then the elderly.

A brain injury significantly impacts a person’s life in the following ways:

- Cognitive changes may include memory loss, slowed ability to process information, difficulty maintaining attention and concentration, problem solving and impaired communication skills.

- Physical impairments can be seen in speech disorders, reduced balance and coordination, visual impairment, hearing and other sensory impairments, paralysis and seizure disorders.
- Psychosocial, behavioral and emotional impairments may include symptoms of fatigue, mood swings, lack of motivation, inability to self-monitor, difficulty with emotional control and anger management, excessive laughing or crying and difficulty in relating to others.

The task for healthcare professionals, individuals with TBI and their families and caregivers is to stimulate the natural recovery process and guide it in the proper direction through rehabilitation and education. Ultimately, the goal for each individual is to maximize their recovery so they may lead productive and fulfilling lives.

The Comprehensive Brain Injury Medical Rehabilitation Program (7D) at VAPAHCS shares that goal. They are a leader in VA TBI centers. Our local case manager, Renee Kawahara, is also the national case manager for the management of the VA TBI Algorithm. Doctors Elaine Date and Henry Lew are the local principal investigators for the current Department of Defense and Department of Veterans Affairs Head Injury Program (DVHIP) research project. In addition to the DVHIP project, current medication research is underway to evaluate the effectiveness of Aricept(r) in alleviating persistent memory problems following brain injury.

For more information, visit the BIA website at www.biausa.org

Physical Therapy Month

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course this year, and the response from these veterans has been overwhelmingly positive.

Please join the celebration! On Wednesday October 17, 2001, the VA Palo Alto Division’s physical therapists will be coordinating a 2K Walk, Run or Roll around the campus. The event is open to all employees and volunteers. Please meet at the front of the main hospital entrance (Building 100) between 12:00-12:15 pm. There will be a table set up where Physical Therapists will be checking-in 2K participants, providing informational discussion and brochures, and holding a free raffle. The event will begin at 12:15 pm and will cover the hospital grounds.

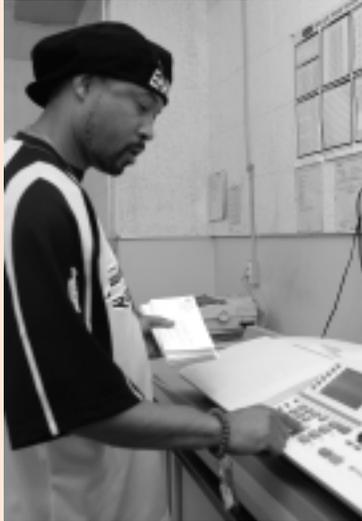
Your VA Physical Therapists look forward to seeing you!

David Connelley is assisted by Suzanne Kum, PT, in his therapy.

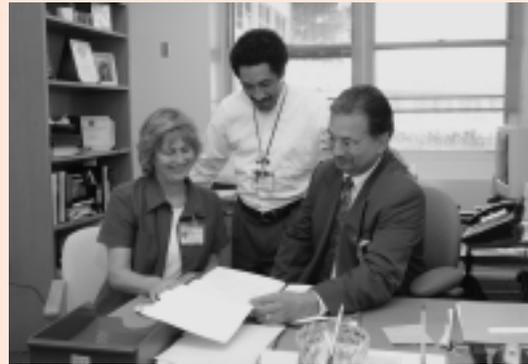


Matériel Management Week

October 7 - 13, 2001



Matériel Management Week, a national event throughout the industry, is observed the week of October 7. Matériel Managers and their staffs are employed in VA Palo Alto's Acquisition and Matériel Management Service (A&MMS). They perform a variety of duties in support of the health care system. Included are warehouse workers and mail room staff at all divisions who receive, distribute and ship out packages and mail for the entire health care system. Another major division of A&MMS is Sterile Processing and Distribution or SPD. This unit is responsible for the processing of all sterile instruments and equipment throughout the healthcare system as well as the stocking and distribution of all medical supplies. In addition, there is a staff of purchasing professionals involved in general purchasing and contracting. Additional administrative staff consists of Inventory Managers who control warehouse and SPD inventory and associated budgets and Item Managers who work with the using services to replenish supplies as needed. Office of the Chief, which oversees the entire operation, performs a variety of administrative functions including revenue generation, personnel administration, training, ADP coordination and general inventory management (GIP). The latter, a new specialty in A&MMS, is a major endeavor concerned with implementation of the General Inventory Package (GIP) throughout the health care system.



EMPLOYEE NEWS

New Employees

Acquisition & Materiel's Mgmt
Olegario Dehoyos Jr.
Robin Dixon

Anesthesiology
Nicole Bentley
Kevin Sankey

Canteen Svc.
Henry J. Allen
Samantha Ross

Chief of Staff
Jessica Allen
Judith Lopez
Michael Monroe

Dental Svc.
Michelle D. Nailer

Director's Office
Chester Monroe
John Sisty

Engineering Svc.
J. McCormick

GRECC
Anne L. Friedlander

Human Resources Mgmt.
Susan Astorga

IRMS
Ron Walker

Medical Svc.
Julia M. Hines

Nursing Svc.
Marie Alasua
Eduardo Arquero
Yungnan Beak
Pamela Carden
Sarbi Dhaliwal
Suzanne Doyle
Seifudin Ebrahim
Lourdes Filoteo
Elsa Hryndej
Pam McFarland
Mario Merto
Elva Ramirez
Dainty Reyes

Nursing Svc. (cont'd)
Rommel Ruzol
Vanassa Sanders
Douglas South
Mabel Tun
Violeta Varney
Maria Villanueva
Betty Wexler

Nutrition & Food Svc.
Dennay R. Brantley
Anthony D. Byrd
James R. Kaudy

Psychiatry Svc.
Janise Kim

Research Svc.
Kerryn B. Asher
Wilsa M.S. Charles
Ingrid G. Cook
Carol A. Davidson
Garin L. Ekmekjian
Frank A. Lynn
Jeron Talbott
Elisa C. Yao
Anthony Y. Yin

Social Work Svc.
Jason Swain

Ward Admin. Svc.
Bruce Wilson

Retirees

Library Svc.
Elaine Case (31)

Nursing Svc.
Theresa Chen (20)
Efraim Echevarri (12)
Noreen Searcie (22)

(Years of service are indicated in parentheses.)



Employee Service Awards

10 Years

Roy Aquino
 Business Office

Jo Drollinger
 Nursing Svc.

Soraya Fatemi
 Nursing Svc.

Thomas Frey
 Readjustment Counseling

Robert King
 Director's Office

Suzanne Matsui
 Medical Svc.

Patricia Page
 Nuclear Medicine

Leo Rapczak
 Blind Rehab. Center

Richard Sanchez
 Nutrition & Food Svc.

Sarah Valdes
 Nursing Svc.

Dominic Valdez
 Nursing Svc.

15 Years

Cesar Belena
 Environmental Mgmt. Svc.

Randy Boyd
 Nursing Svc.

Reginald Bravo
 A&MMS

James Davis
 Nutrition & Food Svc.

Marsha Davis
 Chaplain Svc.

Diana Dumlao
 Nursing Svc.

Vincent Gong
 Psychology Svc.

Carmelita Hansen
 Pathology & Lab. Svc.

Charles Harley
 Environmental Mgmt. Svc.

Mei Hsu
 Pharmacy Svc.

Jeanne Kemppainen
 Nursing Svc.

Steven Lacelle
 Nursing Svc.

Gita Modi
 Psychiatry Svc.

Wendy Page
 Business Office

Shannon Parr
 Dental Svc.

Jeffrey Petro
 Ambulatory Care

Monti Powell
 Nutrition & Food Svc.

Sharon Robbins
 Nursing Svc.

Linda Rosen
 Audiology & Speech Path.

Eric Sabelman
 Research Svc.

Nancy Samuelson
 Nutrition & Food Svc.

Concetta Shephard
 Nutrition & Food Svc.

Tracy Takahashi
 Pathology & Lab. Svc.

Catherine Van Natta
 Medical Svc.

Anh Vuong-Lee
 Nursing Svc.

20 Years

Angelina Aying
 A&MMS

Patricia Callahan
 Nursing Svc.

Lydia Jones
 Domiciliary Svc.

Emelda Kalkbrenner
 Nursing Svc.

Norine Kruger
 Blind Rehab Center

Greg Rosales
 A&MMS

Isabel Sagisi
 Nursing Svc.

Margaret Turner
 Nursing Svc.

James Williams
 A&MMS

25 Years

Susan Atkinson
 Director's Office

George Garcia
 Environmental Mgmt. Svc.

Patrick Garcia
 IRMS

Linda Gasner
 Social Work Svc.

Curtis Keswick
 A&MMS

Arthur McClain
 Police & Security Svc.

Patricia Montgomery
 Audiology & Speech Path.

Fernando Palumpon
 Medical Svc.

Paul Williams
 Engineering Svc.

30 Years

Noel Carter
 Nutrition & Food Svc.

Clifford Leach
 Environmental Mgmt. Svc.

Carlos Mendez
 IRMS

35 Years

Ruth Bailey
 Physical Medicine & Rehab.

John Howland
 Environmental Mgmt. Svc.

Margie Jackson
 Nursing Svc.

Ken Okamoto
 IRMS

45 Years

Lawrence Eng
 Pathology & Lab. Svc.

Calendar of Training & Events



HR=Human Resources • ORM=Office of Resolution Management • TQI=Total Quality Improvement • TBA= To be announced

DAY	DATE	SERVICE	TIME	PLACE	INFORMATION
Monday	10/1/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	Gilbert Villela, MD Clinical Aspects of the Antisocial Personality & Malingering
Monday	10/8/01	Holiday			Columbus Day
Wednesday	10/10/01	Psychiatry	12-1pm	Menlo Park Bldg.324 Rm E117	Ellen Coman, Ph.D. Adult Attention Deficit Disorder
Thursday	10/11/01	ATS	12-1pm	Menlo Park Bldg.349 Rms 108-109	Arthur Halliday, MD Bulimia & Prognosis in Treatment
Monday	10/15/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	Regina Casper, MD Psychopharmacology During Pregnancy & Post-Partum
Wednesday	10/17/01	Psychiatry	12-1 pm	Menlo Park Bldg. 334 Rm E117	Ann Ferris, MD Topic TBA
Monday	10/22/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	Howard Fenn, MD Geropsychiatry related topic
Wednesday	10/24/01	Psychiatry	12-1 pm	Menlo Park Bldg. 324 E117	Joni Drobick, RN, MPA Quality of life for people with dementia living in residential and nursing homes
Monday	10/29/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	Bill Faustman, Ph.D. Do the New Atypicals Improve Cognition in patients. with Schizophrenia?
Wednesday	10/31/01	Psychiatry	12-1 pm	Menlo Park Bldg. 334 E117	Antonette Zeiss, Ph.D. & Helen Davies, RN, MS Topic TBA
Monday	11/5/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	Justin Birnbaum, MD Managing Chronic Pain Syndromes
Monday	11/12/01	Holiday			Veterans Day
Monday	11/19/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	TBA
Monday	11/26/01	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room	Alan Schatzberg, MD, Chairman TBA

October is National Breast Cancer Awareness Month

According to the National Cancer Institute, the chance that an American woman in the general population will develop breast cancer by age 40 is one in 217; by age 45, that risk increases to one in 93. But if a woman lives to be 85, she has a one in eight chance of getting the cancer. Here are the facts:

HOW MANY WOMEN HAVE BREAST CANCER?

Breast cancer is the most common cancer among women, excluding skin cancers. The American Cancer Society estimates that each year, some 182,000 new cases of invasive breast cancer are diagnosed among women in the United States. An estimated 1,400 cases occur in men.

WHAT IS THE DEATH RATE?

Breast cancer is the second-leading cause of cancer death in women, exceeded only by lung cancer. It is the leading cause of cancer deaths among women 40 to 55. In 2000, 41,200 Americans are expected to die from breast cancer (40,800 women, 400 men). The most recent data indicate that death rates have begun to decline in white women, and, for the first time, are also declining in younger black women. These decreases are attributed to earlier detection and improved treatment of breast cancer.

WHAT ARE THE RISK FACTORS?

Being a woman is the primary risk factor. The following are other key risk factors:

- Aging;
- Personal history of breast cancer;
- Family history of breast cancer;
- Previous breast biopsy;
- Onset of menstruation before age 12;
- No children or first child after age 30;
- Menopause after age 50;
- Alcohol abuse;
- Being overweight and/or following a high-fat diet;

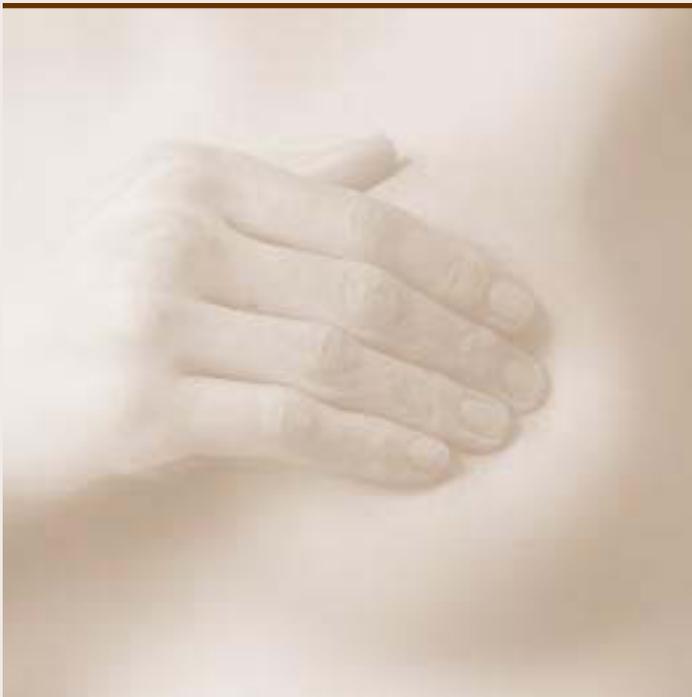
WHAT ARE THE WARNING SIGNS?

A lump or thickening in the breast or bleeding from the nipple. Remember, these are signs you could have cancer; only your doctor can make a diagnosis.

HOW IS BREAST CANCER TREATED?

Breast cancer is treated with surgery, radiation, chemotherapy, hormone therapy and immunotherapy. The doctor may use one method or a combination of methods. The choice of treatment depends on the type and location of the cancer, whether the disease has spread, the patient's age and general health, and other factors. Many cancer patients take part in clinical trials (research studies) testing new treatment methods. Such studies are designed to improve cancer treatment.

Information compiled from The Cancer Information Service, a program of the National Cancer Institute, and the American Cancer Society.



Study Tips: How Parents Can Help Their Children

Parents have an important role in their children's education. If families don't provide the necessary support and resources that their children need to increase their chances of succeeding in school, their children are placed at increased risk for school failure (Macoby, 1992). Parents should participate in their children's schools, encourage their children at home, and instill in them a love of learning. The following study tips may help parents to develop good habits in their children, and ease the stress that can accompany school projects and exams.

Time Management

The first and most important tip is for parents to develop a schedule for themselves and their children. Include in the schedule sleep time, play time, extracurricular activity time, meal time, study time, etc. Don't be afraid to change the schedule if necessary. Write down important events (tests, project due dates, family trips) on a calendar, and schedule time for these events. Parents should schedule time to check their children's homework each night.

Study Environment

Parents should provide a good study place for their children, free from distraction, and with the tools needed for study. All books, paper,

pencils, etc. should be in place to avoid wasting time looking for these items. Children should always use this same place for their studying.

When to Study

Children should study when they are rested and free from distraction. Late night "cramming" is not recommended.

Break Times

Break times are a necessary part of studying. Experts suggest that college students should study in 45-minute periods, with 15-minute breaks. Younger children may require shorter study periods.

Know the Teacher

Parents should meet with their children's teachers, and know the teachers' expectations. Parents can relate these expectations to their children as they review the homework.

Hopefully, these tips will aid parents and their children as another school year gets underway.

The History of Halloween

Many people think of Halloween as pumpkins, candy and witches, but what's behind the tricks and treats? Some people may have adopted Halloween as their favorite holiday because of its ghoulish nature and aura of fun, but the history of the widely celebrated holiday is rich in tradition.

The word "Halloween" was coined by the Catholic church and comes from All Hallows Eve.

On Nov. 1, the day after Halloween, Catholics celebrate All Saints Day or All Hallows Day. All Saints Day is a day of observance in honor of saints, but in 5th century Celtic Ireland, it meant something else. Centuries ago, summer officially ended on October 31 - the eve of the Celtic New Year.

The Celts' New Year's Day, on Nov. 1 was called Samhain (sow-en) and was feared by the people. Celts believed the spirits of those who died throughout the preceding year would come back, searching for a body in hopes of reaching the afterlife.

Samhain was the spirits' last chance to enter the afterlife. If the spirit didn't find a body to possess after the first rays of the next morning, then the spirit was stuck. The Celts believed all laws of space and time were halted at this time, allowing the spirit world to intermingle with the living.

On October 31, Celtic villagers would dress up in creepy costumes and destructively run through the streets, hoping to frighten the spirits away.



Past history reveals how the Celts would burn people at the stake if villagers thought a person was possessed, to teach the spirits a lesson. Other accounts say this information is inaccurate.

Eventually, the costume practices of Samhain became more ritualized around the world, then made its way to America in the 1840s by Irish immigrants.

Trick-or-treating didn't come from Ireland, but from other parts of Europe in a custom called souling.

On the November 2nd holiday of All Souls Day, Christians would walk from village to village begging for soul cakes, or square pieces of bread with currants. The more soul cakes the beggars received, the more prayers they promised to say for the dead relatives of the donors.

Centuries ago, people believed that prayers would bring passage to heaven for the spirits. Today, trick-or-treating is celebrated by thousands of kids around the world.

You Make a Difference!

(We welcome more contributions from LVD, Stockton, Modesto, San Jose, and Monterey.)

I was at the PAD cafeteria after completing a medical test. I asked my doctor, **Dr. George Segall**, (PAD) Nuclear Medicine Service, while he stood in line to pay for his lunch, when the test results would be available. He said to follow him back to the clinic. He told me the results first because he felt the results to be more important than eating his lunch. That is putting veterans first.

On behalf of my siblings, I want to extend our heartfelt thanks to the entire staff of the **Hospice Unit** (MPD) for their care during the end of our father's life. While we didn't get the names of all the people who did so much for him, and for us, we are forever grateful for the kindness, compassion, and professionalism shown by all of them. They are real heroes, and they practice that heroism every single day. We were told VA Hospice was incomparable. And from the time we first inspected your Hospice unit to now, you have lived up to your reputation. Again, thank you. (Copies were also sent to Congresswoman Anna Eshoo and Secretary of Veterans Affairs, Anthony Principi.)

Ann Thrailkill, R.N.P., (PAD) Nursing Service, is an exceptional human being. She is very caring and very compassionate. She has been my nurse since 1987. This lady has done so many things, so many efforts above the call of duty.

Deborah Daniels, (MPD) Environmental Management Service, is one of the most thorough and hard working people I know. We often get compliments on our unit about how clean it is. She treats the unit like her home. She brings in plants and waters them. Deborah is courteous and friendly towards patients and staff.

I am writing to inform you that I think **Dr. Bahman Nouri**, (PAD) Medical Service, is a wonderful doctor. He explained things, wrote them out, and acted on every problem and pain with great efficiency. Furthermore, he listened acutely, showed every concern, communicated very effectively, and tried every possibility to ease my suffering. Dr. Nouri is a needle in a haystack, the epitome of an effective doctor par excellence.

I was impressed with the sustained, non-stop effort at multiple tasks of **Rosa Brooks**, Patient Services Assistant, (PAD) Business Office. With efficiency and courtesy she handled incoming calls, inquiries from patients and fellow workers, all the while helping a new veteran visitor get admitted to the system.

During recent years, my late husband was a patient at the Modesto, Livermore, and Palo Alto Veterans Hospitals. On behalf of myself and my children, I want to express our gratitude to the staff at each of these facilities. They were always very professional and caring, providing my husband with fine medical services and all the comfort possible. Thank you!

I would like to thank these people for an outstanding medical experience at the Palo Alto VA Hospital. It was my second cath for upcoming heart surgery. The Medical Service team (PAD) of **Dr. Eddie Atwood**, **Dr. Girish Narayan**, **Dr. Greg Engel**, and nurse **Cynthia Dutra-Brice** were premiere! It is with great respect that I commend you all for a very professional job well done.

I want to thank **Mr. Joe Russo**, (PAD) Director's Office, for listening to my frustration and being quick to respond. Your prompt attention in this matter resulted in quick resolution. I have high regard for all the good everyone at the VA Palo Alto Hospital has done for veterans. For some of us, better health has restored hope in our lives.

Bob Jeckell, R.N., (PAD) Nursing Service-2C, gave such tender and compassionate care to my husband in his last days. He was gentle in his touch, knowing how every movement caused such pain. He also showed me great kindness and empathy.

Carlos Mendez, (PAD) IRMS, bent over backward to solve my printer problems. He went out of his way to do his work. He was patient, timely, extremely friendly, and co-operative. He calmed me down and resolved the problem helping me meet the deadline for the work I needed to get done.

Dr. Albert Liang, (San Jose Clinic) Medical Service, is a knowledgeable and compassionate physician who truly cares for his patients. He is an asset to the VA Healthcare System.

I can always rely on **Kate Saalfeld**, (PAD) Human Resources, to go above and beyond the call of duty. She steps in with no complaints in the absence of other employees in her service to answer questions and provide assistance. Today she was instrumental in getting a new hire on board in the absence of the assigned specialist. She stepped in to find the paperwork; she checked for clearance and informed the person they could start immediately. This is only one example of her excellent service skills and willingness to help.

I have just completed computer instruction at the **WBRC**. This is the first letter I have been able to write independently in 10 years. This is, in part, the result of my instructor **Dan Nakamura** and his supervisor, **Noreen Krueger**. The atmosphere at WBRC is remarkably supportive and therapeutic. Much credit goes to **Bill Ekstrom**, the Director. In addition, please note special thanks to **Beverly Yee**, R.N.P., Medical Service. She provided a thorough medical evaluation and spent much extra time in facilitating treatment of a problem not related to my blindness. You can be very proud of the fine Blind Rehabilitation facility within your Medical Center.

October Word Search



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

Find the following words in the letters above:

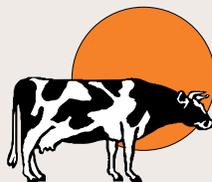
Candy
 Children
 Columbus
 Day light savings
 Fall

Ghost
 Ghouls
 Halloween
 Pumpkin
 Safety

Scary
 Spooky
 Treat
 Trick
 Witch



Ted never exceeded his limit of four and a half donuts per day.



San Jose Country Store

Thursday,
 October 18, 2001

San Jose
 Outpatient Clinic

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

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



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.

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 Phone (650) 493-5000
www.palo-alto.med.va.gov

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