

From: [REDACTED] Kathleen (Cooper Thomas)
Sent: Thursday, March 17, 2011 7:57 AM
To: [REDACTED] Melissa
Cc: Sageser, Paula (Cooper Thomas); [REDACTED] Denise; [REDACTED] David; [REDACTED]
Subject: Re: Kudos for your staff member

Thank you very much! I appreciate you taking the time to write. We think very highly of Paula, and it is always helpful to get specific feedback.

Kathleen

From: [REDACTED] Melissa
To: [REDACTED] Kathleen (Cooper Thomas)
Cc: Sageser, Paula (Cooper Thomas); [REDACTED] Denise; [REDACTED] David
Sent: Wed Mar 16 16:19:33 2011
Subject: Kudos for your staff member

Ms. [REDACTED]:

Denise [REDACTED] and I work in Privacy Compliance Assurance, an office located within VHA's Information Access working on a large, tedious project with creating our PCA Intranet pages. Paula Sageser has been assisting us and we appreciate Paula and her dedicated work. She is very easy to work with and her advice and counsel have been invaluable on more projects than ours, but it certainly feels like we are her only clients with her efficiency to create pages for us. We were able to publish our website in mid February and two weeks ago we began another project to publish more pages. Again, Paula has been a wonderful resource in advising how best to publish these documents. She has and in true "Paula-fashion" beat her deadline by several days. We just wanted you to know that she is representing us well.

Melissa [REDACTED] RHIA, CHPS, CIPP, CIPP/G

Privacy Specialist

Privacy Compliance Assurance

VHA Information & Access Privacy

BB Ph [REDACTED]

Home Office Ph [REDACTED]

ic feedback from our clients.

cess and Privacy Office. We have been
us. We wanted to let you know how much we
en valuable. We know that she has many
us to review and her timely revisions. We
nthly documents to a section on our web
ared her expected timeline to complete it
enting your office well.