

April 10, 2014

To Whom It May Concern:

As the former Director of the VHA's Health Information Management Program Office (HIM) and current user of the HIM website and sharepoint, I have had the opportunity and pleasure of working with Paula for more than six years. The website and sharepoint are essential tools in HIM daily operations. They are used to transmit information to medical care facilities and HIM staff, conduct surveys, record storage, and gather data for special projects, among other uses. It was Paula's responsibility to maintain and improve these web applications and to assist staff in getting the most productivity in their use. She has assisted me on numerous occasions when I have had difficulty designing a tool to extract data from the field or to develop an educational tool to go on-line. She also has designed several successful surveys within the HIM sharepoint for field staff. She could not have accomplished these tasks had she not taken the initiative to learn and understand the needs of HIM at both the corporate and field level. Her assistance in writing a position paper on the consequences of using sharepoint for record storage was critical, having future budget and policy implications. She designed the survey instrument to collect data for the ICD-10 Learning Lab project and had to revise the tool numerous times adding fields and re-positioning fields to better capture the data points. At the end of this several months project, Paula provided the data to the analysts in a manner allowing for ease of manipulation and interpretation. Paula made herself the "go to" person for things related to the HIM sharepoint and the VHA Health Information website for a number of years. Her expertise and ability to provide a useable and easily read website has been important in sharing information with the field. She is responsive to requests and provides thoughtful solutions and ideas; she also takes the initiative by providing ideas and hints to improve existing processes. Most importantly, Paula has a great work ethic and personality that makes her a positive member of any team. She has been an asset to me, personally and to the VHA Health Information staff and Program office and will be missed.

Sincerely,



Linda B. Nugent, RHIA