

**VA NEW ENGLAND HEALTHCARE SYSTEM
MANAGEMENT ADVISORY COUNCIL MEETING**

APRIL 12, 2012

The following organizations were represented:

Name of Organization	Name	In Addition/Designee
Benevolent & Protective Order of the Elks	Maj. Gen. Thaddeus Martin	Lt. Colonel Francis Evon
Military Order of the Purple Heart of the U.S.A.	Mr. Leon Brown	
Knights of Columbus	Mr. Paul Harrington	
Jewish War Veterans of the USA	Mr. George Katz	
Jewish War Veterans of the USA, Auxiliary	Mrs. Dorothy Katz	
American Gold Star Mothers, Inc.	Ms. Helen Latanowich	With Francis Latanowich
American Ex-Prisoners of War	Ms. Katherine Arnold	
American Legion Auxiliary	Ms. Hazel Evans	With three Deputies
Disabled American Veterans	Mr. Sheldon Spector	
AMVETS Auxiliary	Ms. Georgia Gadbois	
Soldier On	Mr. Steve Como	
Veteran of Foreign Wars	Mr. Sam Adams	
Disabled American Veterans Auxiliary	Ms. Miriam Daley	
Paralyzed Veterans of America	Mr. Joseph Badzmierowski	
Blue Star Mothers of America, Inc.	Ms. Vivian LaBonte	
Maine Veterans Coordinating Committee	Mr. Gary Laweryson	
Disabled American Veterans	Mr. Jim Gehring	George Mathis
NH Veterans Home	Mr. Barry Conway	
Disabled American Veterans	Mr. Ron Reily	
State Veterans Council	Ms. Mary Morin	
Veterans of Foreign Wars	Mr. John Rubery	
Local Advocate for Veterans	Mr. Howie Howe	Son
American Ex-Prisoners of War	Mr. David Foehr	
Disabled American Veterans	Mr. Rick Vaccari	
Department of Veterans' Services	Mr. Daniel Evangelista	
Civilian Aide to the Sec. of the Army for RI	Mr. Theodore Low	
The Adjutant General of Rhode Island	Maj. Gen. Robert Bray	
	Charles Walsh	

VA Attendees:

Name of Organization	Title
Michael Mayo-Smith, MD, MPH	VISN 1 Network Director
William Busby, PhD	Vet Center Regional Office
Bradley Mayes	Boston VBA Office
Glen Gechlik, MD, MBA	VISN 1 Acting Deputy Network Director
Kathleen Makela	VISN 1 Public Affairs Officer
Christine Croteau	Acting Medical Center Director, Bedford
Corrine Smith, RN, MS, NHA	Deputy Chief Medical Officer & Director, Geriatrics and Extended Care
George Fuller, MD	VISN 1 Chief Medical Officer
Maureen Heard	VISN 1 Communications Officer
Patty Sarni	Executive Assistant to the Network Director
Gail Goza-MacMullan, PhD	VISN 1 Strategic Planner
Michael Lawson	Medical Center Director, Boston
Thomas Antonaccio	Public Affairs Officer, Providence
Pallas Walsh	Public Affairs Officer, Boston

Presenter	Discussion
<p>Network Director's Welcome</p> <p>Michael Mayo-Smith, MD, MPH</p>	<p>Dr. Mayo-Smith welcomed members to the Spring FY 12 Big MAC, reviewed the agenda and asked VA staff to introduce themselves.</p> <p>Dr. Mayo-Smith provided an overview of Secretary Shinseki's visit to the Manchester VA, the soon-to-be opened Vet Center and the VA Regional office on April 10, 2012.</p>
<p>VBA Report</p> <p>Brad Mayes, Boston VBA Regional Office</p>	<p>Mr. Bradley Mayes provided a presentation on workload trends, processing times and staffing trends. Mr. Bradley answered questions from the members.</p>
<p>Vet Center Report</p> <p>William Busby, PhD, Vet Center Regional Office</p>	<p>Dr. William Busby provided background and overview of the current state of the Vet Centers. Dr. Busby answered questions from the members and asked members to ensure Veterans are registered so they will be aware of the services available.</p>
<p>Strategic Planning Report</p> <p>Michael Lawson Director VA Boston Gail Goza-MacMullan, PhD VISN 1 Strategic Planner</p>	<p>Dr. Gail Goza-MacMullan, gave a presentation on the VISN 1 Strategic Plan covering strategic context, the planning process, strategic goals, objectives and priorities. Dr. Goza-MacMullan and Mr. Lawson answered questions from the members.</p>
<p>Lunch Questions & Answers</p>	<p>Dr. Fuller, VISN 1 Chief Medical Officer provided information on his career and answered questions from the members.</p>

Evaluation	Evaluation forms were distributed and completed by members. Results attached
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Michael Mayo-Smith, MD, MPH
Network Director, VISN 1

Recorded by: Patty Sarni

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Evaluation Results

What Went Well

- All presentations went well
- Being allowed to express concerns
- Presentations
- Questions & answers
- Knowledge of the staff
- This was my first meeting and I found the presentations very informative
- I believe all audience members had their questions answered successfully.
- It would seem your visions and goals are in line with your data collected at the last meeting

What Could Be Improved Upon

- More use the microphone
- More publicity for Tele-health
- Offering a Town Hall meeting to explain benefits
- More time for Veteran input
- More Veteran involvement
- More time for questions and answers
- Provide tables in addition to chairs for convenience to members during presentations
- Provide receptionist at front desk for direction and assistance to members
- Offer buffet in the same room that the meal is consumed

Comments

- "Ask key question and received the answer I expected, it shows there is a lack of knowledge about current war treatments"
- Get more feedback from the Veterans that use the healthcare and listen
- Overall an excellent meeting
- Nice job