

**VA New England Healthcare System  
Management Advisory Council Minutes  
Oct. 24, 2012**

The following organizations were represented:

<b>Attendee</b>	<b>Organization</b>
Sam Adams	VFW
Katherine Arnold	Volunteer Patient Advocate, Bedford VAMC
Jacob Burrows	VBA, Providence
Dr. Craig Coldwell	Mental Health Service Line Director, VISN 1
Barry E. Conway	Commandant, New Hampshire Veterans Home
Miriam Daley	DAV Auxiliary
Daniel Evangelista	Department of Veterans Affairs, Rhode Island
Barrett Franklin	VISN 1 Chief Clinical Engineer
Georgia Gadbois	AMVETS Ladies Auxiliary
William Gavazzi	Capital Asset Manager, VISN 1
Dr. Glen Gechlik	Acting Associate Director, VISN 1
Maureen Heard	Chief Communications Officer, VISN 1
Anne Howe	Director of Resident Care, New Hampshire Veterans Home
Earl Hutchinson	VBA Providence VARO Director
Dorothy Katz	Jewish War Veterans of the USA, Auxiliary
George Katz	Jewish War Veterans of the USA
Peggy LaBrecque	Business Administrator, New Hampshire Veterans Home
Michael Lawson	Boston HCS Director
Ryan Lilly	VA Maine HCS Medical Center Director
Robert Lewis	The American Legion, Department of Connecticut Service Officer
Ted Martins	President, Korean War Veterans Association, Inc.; Rhode Island
Brad Mayes	VBA Boston VARO Director
Ken Maynard	Commander, American Legion, NH
Dr. Michael Mayo-Smith	Network Director, VISN 1
Jo Moncher	Bureau Chief, Community Based Military Programs, DHHS
Anna Morelock	VISN 1 Acting Deputy PAO
Richard Reed	Veteran Services Director, Vermont Office of Veterans Affairs
Kimi Ripoli	Associate Director, Department of Veterans Affairs, Rhode Island
Bill Roy	NH Legion Chairman
Paul Ryan	CFO, VISN 1
Sheldon Spector	DAV National Representative to the Bedford VAMC
Gary Wayman	American Legion, Dept. Service Office New Hampshire

## **Network Director's Update – Dr. Michael Mayo-Smith, VISN 1**

Dr. Mayo-Smith updated attendees on the state of the network. The presentation included discussion on the quality of doctors VISN 1 is able to recruit, many of whom conduct nationally recognized research. He shared that VISN 1's comp and pension numbers are the best in the country with it down to 16 days in September. Dr. Mayo-Smith stressed the importance of partnerships in the VA's goal of ending homelessness among Veterans. He also updated the group on the strategic objectives for FY13, which included getting answer time for phones down to 30 minutes.

Transportation was discussed, including the difficulty many older rural Veterans have to accessing care. This was suggested as a possible topic for an upcoming MAC. Also Outreach was suggested as a possible topic.

A question was asked about funding for Camp Lejune dependents who may need care. There is no information on that out yet, but as soon as there is, the VISN will send out information.

## **VBA Update - Earl Hutchinson, Providence VBA Regional Office**

Mr. Hutchinson provided an update on the Providence regional office. He discussed the VBA's partnerships with VHA in outreach events, improving comp and pension processes. The VBA's Vet Success rep on the local campus sees more than 250 Veterans a month. The regional office has grown from 38 employees in 2001 to approximately 200 today. Implementation of the Veterans Benefit Management System, VBA's effort to go paperless, was discussed.

## **Biomedical Engineering Update - Barrett Franklin**

Mr. Franklin provided an update on high-tech, high-cost equipment and how the VISN plans for purchasing different types of equipment.

## **Construction Update - Bill Gavazzi**

Mr. Gavazzi discussed staffing and the types of work he oversees. He also updated the group on upcoming projects within the VISN.

## **Evaluation**

A Veteran suggested publicizing the next date at each MAC session so people can plan ahead to attend. Several comments were made that the audience enjoyed the presentations at this MAC and that they learned a lot. Attendees expressed interest in receiving copies of Veterans Healthy Living and more copies of the blue Veterans Health Guide and the benefit books. Other comments were included on evaluation forms.

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Michael Mayo-Smith, MD, MPH  
Network Director, VISN 1

Recorded by Anna Morelock