

**VA NEW ENGLAND HEALTHCARE SYSTEM
MANAGEMENT ASSISTANCE COUNCIL MEETING
November 9, 2011**

The following organizations were represented:

Adjutant General of Massachusetts
American Legion
AMVETS Auxiliary
American Ex-Prisoners of War
Civilian Aide to the Secretary of the Army, Rhode Island
Department of Health and Human Services
Disabled American Veterans
Holyoke Soldiers Home
Jewish War Veterans of the USA
Knights of Columbus
Korean War Veterans
Maine Veterans Coordinating Committee
Massachusetts National Guard
New Hampshire American Legion
New Hampshire Office of Veteran Services
New Hampshire Veterans Home
Soldier On
Representative of US Representative Chellie Pingree
Department of Veterans Services
Veterans of Foreign Wars – Western Massachusetts
Vietnam Veterans of America, Rhode Island and Massachusetts
Office of the Secretary of the Army, Rhode Island

VA Attendees:

Michael Mayo-Smith, MD, MPH, VISN 1 Network Director
Corrine Smith, Acting Chief Medical Officer
Craig Coldwell, MD, Mental Health Service Line Director
Robert Walton, Director, VA White River Junction, VT
Erik Sargeant, S&PRS Service Line Manager
Kathleen Makela, Public Affairs Officer
Maureen Heard, Communications Officer
Carrie Peterson, Patient Focused Project Manager

Donna Atkinson, Executive Assistant to Network Director
Sarah Slagle, Voluntary Services
Stephanie Chan, Presidential Management Fellow
Ross Hildonen, Presidential Management Fellow
Maria Lebedeva, Presidential Management Fellow
Emily Mok, Presidential Management Fellow

Dr. Mayo-Smith welcomed members and reviewed the agenda for the day. He gave a “state of the VA” presentation covering fiscal year 2011 and then answered questions. He also asked for assistance in making Veterans aware of the benefits available to them.

Mr. Bradley Mayes, Boston VHA Regional Office, spoke regarding recent changes at VBA and answered questions. Mr. Joel Peterson gave a report regarding Veterans centers.

Corrine Smith, Acting Chief Medical Officer, gave a presentation regarding ICARE (Integrity, Commitment, Advocacy, Respect, Excellence) and then breakout sessions were conducted. Breakout groups met and reviewed the key points and there was a brief discussion.

An evaluation of the meeting was conducted by Kathleen Makela, Public Affairs Officer.

Michael Mayo-Smith, MD, MPH
Network Director

Recorded by: Donna Atkinson