



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington DC 20420

February 2, 2001

CARES Stakeholder Communication Bulletin #2001-06

CARES: The right care, at the right place, at the right time

CARES (Capital Asset Realignment for Enhanced Services) is about providing veterans the right care, at the right place, at the right time. It is about providing appropriate access and service for those who currently use VA's health care system, and for those who will use it in the future. The program will assess veterans' health care needs across the country, identify delivery options to meet those needs in the future, and guide the realignment and allocation of capital assets to support the delivery of health care services. Through CARES, VA will optimize care delivery in terms of both quality and access.

CURRENT NEWS

*The Booz, Allen Facility Condition/Space Assessment Team completes their visits to the Network's medical centers today. The site team met with the Engineering staff at each facility to verify information on the physical plants and review the inventory of functional space use.

COMING UP

* Data from the actuarial consultants on future unmet demand is expected to be available in February. Additional facility service data is also being compiled for use in developing service delivery options.

WHO IS CONDUCTING CARES?

To ensure objectivity in this analysis, VA has hired outside health care consultants. Two companies are involved in the study. Actuarial consultants are conducting a study of factors, such as demand for VA health care services, demographics, and other data, to project what services will be needed and where. Booz, Allen & Hamilton will be using this data, incorporating information from stakeholders, analyzing current operations during their visits to the facilities and develop options to meet the future needs of veterans. The consultant will be applying a standard set of pre-approved criteria to various options.

WHAT OPPORTUNITY IS THERE FOR PEOPLE AND GROUPS TO HAVE A SAY IN CARES?

During the study, input will be gathered in many different ways. During the facility visits, the input sought from the many internal and external stakeholders will focus on what is important about VA health care to the individuals in the meetings. This input will help to frame the subsequent development of options. People wishing to give input at this stage should attempt to focus their comments and ideas on what is beneficial and desirable about VA health care and what is particularly important to them about that care.

In addition to the meetings, input can be sent via mail, or e-mail.

**Mail: CARES Comments
VISN 12 Office (10N12)
P.O. Box 5000, Building 18
Hines, IL 60141-5000**

E-mail: CARES.mailbox@med.va.gov

All of the comments will be forwarded to the contractors for their use during the development of the options.

Comments have started to come in. While individual comments cannot be acknowledged and answered individually, comments will be forwarded to the contractor for use in the development of the options and later to the National CARES Project Team (NCPT) for their use in the evaluation of the options.

HOW CAN I GET MORE INFORMATION ON CARES?

There will continue to be regular bulletins about CARES with updated information. It is expected that these bulletins will be sent out weekly. The CARES web site will also be updated periodically. There are now two web sites that individuals may use. For VA employees and any others who have access to the VA Intranet, there is a link on the **VISN 12 Home Page** for CARES. In addition, VA's Internet web site has been established at the following address: <http://www.va.gov/cno>.

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Capital Asset Realignment for Enhanced Services (CARES) Comment Form
VISN 12 CARES STUDY

Areas of Interest: _____

Comments (Please add additional pages if needed):

Name (please print): _____

Address: _____

Phone: _____ Fax: _____

E-mail address: _____ Date: _____

Mail comments to: CARES Comments
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P.O. Box 5000, Building 18
Hines, IL 60141-5000

E-mail comments to: CARES.Mailbox@med.va.gov

Washington Website: <http://www.va.gov/cno>