

DEPARTMENT OF VETERANS AFFAIRS  
Veterans Health Administration  
Washington DC 20420

February 16, 2001

CARES Stakeholder Communication Bulletin #2001-08

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

Current News

\*On February 16th, the Deputy Under Secretary for Health, Frances M. Murphy, M.D., conducted a briefing on CARES and the study in VISN 12 on Capitol Hill. Representatives from the House and Senate offices that encompass the area covered by VISN 12 were invited, as well as the staff from the Veterans Affairs Committees.

\*Preliminary data from the VA's actuarial consultant projecting veterans demand in the future is under review by VA and the CARES contractor Booz, Allen & Hamilton. It will be available once it has been reviewed for completeness and accuracy.

#### WHAT IS CARES?

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.

#### 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?

Input into the CARES process will continue to be collected from both internal and external stakeholders. To date, we have received valuable information from our stakeholders during the facility visits that occurred during January. Additionally, we have received e-mails and letters from interested persons and groups about the CARES study. This input will be very valuable in developing the health care service delivery options.

Input into the CARES process will be considered throughout the process. Send comments or questions via mail, or e-mail.

Mail: CARES Comments  
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Hines, IL 60141-5000

E-mail: [CARES.mailbox@med.va.gov](mailto: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 been coming 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>