

CARES Monthly VISN Communication Report October 2002

The VISN-level CARES Communication Report for October 2002 is summarized on the attached spreadsheets. The first and second spreadsheets contains the "Stakeholder Outreach" summary; the third spreadsheet includes the unsolicited input or inquiries received from the stakeholders and others, and the fourth contains the summary of substantive comments from the VISNs.

In summary, there were 691,644 stakeholders, veterans, and members of the public briefed on the CARES process. This represents a total decrease of 238,966 stakeholders and veterans briefed or nearly twenty five percent (25%) as in September 2002. For this month, all VISNs submitted CARES Stakeholder Outreach information. Most of the VISNs used communication modes consisting of briefings, websites, e-mails and mailings (e.g., brochures, newsletters). Of the 52,303 Veterans & Relatives contacts, 48,580 or nearly 93% were from VISN 1, and 17 mainly in the form of newsletters. Of the 61,192 Employee contacts, 31,597 or 51.6% were from VISN 1. Of the 5,469 Volunteer contacts 3,019 or 55.2% were from VISN 5 and VISN 10. Finally, of the 18,540 VSO contacts, 14,577 or 78.6% were from VISN 17 and VISN 18 – most in the form of briefings.

Overall, of the 691,644 total stakeholders and veteran's contacts 545,542 or 78.8% were in the form of mail outs (e.g., e-mails, brochures, newsletters).

There still continues to be concerns in the majority of the VISNs focused on the overall CARES process (i.e., Congressional involvement, funding, and impact), employee anxiety, potential closures, and special populations. In meetings with national VSO representatives at the VHA-VACO levels, a concern continues to be voiced that there has been insufficient contact to local, state, and regional VSO representatives regarding the CARES process.

Several areas were identified for improvement in the communication reporting process. These are summarized below.

- The National CARES Program Office (NCPO) has recognized the need for a more standardized reporting process. There are some VISNs who are not submitting numbers for the stakeholder outreach report and are placing a check mark in its place. We need the numbers by categories.
- Some VISN's are submitting consolidated numbers and not separate entries by each category.
- A web-based system is being developed by the NCPO in collaboration with the VACO-IRM.

Summary by VISN
CARES Stakeholder Outreach

VISN	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Includes Mailings/ E-mails , Other	Total	Comments	Response / Action / Impact on Plan
1	B, TH,M,O	31,597	47,220	195	492	40	121	48	8	5	139	79,865	Concern about initiative selection process, and criteria to be used in process. Role of new demographics if war should occur.	Comments were forwarded to market teams, and CARES steering committee for use in planning.
2	B,M,E,O	54	475	21	49	0	50	40	0	0	800 111,754(m)	113,243	Clear Channel Interview.Empire AmVet circulation, postmaster communication, brochures, newsletter	CARES newsletter mailed to stakeholders. PAO briefed VAVACOM
3	B,O, E,M,TH	4,000	209	45	201	44	1,093	24	99	64	33 3,401(m)	9,208	Bronx newsletters, NJHCS CARES update. Briefing to staffers.	Follow-up and comments welcomed. Update mailings
4	B,E TH, M,O	1,409	1,260	19	156	0	158	55	2	0	9,749 (m)	12,808	Network :CARES update #3 sent to stakeholders/all employees. Butler: CARES brochures are distributed to patients, waiting areas. Altoona all employee distribution of CARES etc.	Will continue to provide updates. Information sharing will continue. Continue with updates from VISN/VACO. Informational.
5	E,M,B,O,	1,428	0	50	524	1	1,710	9	2	0	12,500 (m)	16,224	Will CARES change VISN boundaries.CARES/Update weekly bulletin, VISN 5 CARES updates	American Legion will be invited back once planning initiatives are developed.
6	B,E,M, O,TH	425	8	5	31	17	0	0	0	0	20,769 (m)	21,255	CARES bulletin, employees newsletter, station newsletter. CARES brochure	Neutral. Ongoing meetings scheduled to keep congressional offices informed of CARES process.
7	B,W,,TH, M,E	4,450	515	22	618	7	300	61	15,809	28	250 22,060(m)	27,909	Concern about facility closings. Request Congress to stop facility closings.	Response sent to Senator.
8	O, M, B,E	59	0	0	0	2	0	0	0	2	1 105(m)	169	Web information. E-mails sent, discussions about article from American Legion on CARES. Blind interest on CARES	San Juan website translations. New member added to CARES support task force.
9	B,TH M,O	34	2	12	210	2	10	2	0	0	3,250(m)	3,522	Employee newsletter, VISN CARES bulletin, over view impact	Concerns about closures of Leestown.
10	B, E, M, O, TH	7,038	0	16	133	0	1,309	0	5	1	8 4,340(m)	12,850	CARES bulletin #2. Distribute to all staff.CARES Brochures	Everyone is neutral. FO=Focus Groups

TH= Town Hall
W=Website
M=Mailings
E= E-Mails
B=Briefing
O=Other

Summary by VISN
CARES Stakeholder Outreach

VISN	TYPE*	Employee	Veteran/Rel	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Includes Mailings/ E-mails , Other	Total	Comments	Response / Action / Impact on Plan
11	B,M, TH	200	100	0	170	0	0	0	0	0	0 394(m)	864	CARES Brochures sent to AnnArbor Deputy Sec. CARES, Medical Staff briefing, town hall meeting, director staff, CVVS meeting	Nothing was stated/written
12	N/A											0		
15	B,M, E,O,TH	1,229	132	14	114	1	10	11	27	3	2 3,550(m)	5,093	Nothing stated/written	Nothing stated or written
16	M,O,B,	285	370	750	13	0	38	3	0	0	62 203,376(m)	204,887	Newsletter/brochures.	No definite decisions on Priority 7
17	M,B	3,567	1,360	58	13,934	16	521	17	333	5	5,323 10,901(m)	36,035	Brochures to staff, stakeholders, presentations	Improve understanding of CARES
18	M, B,TH, O,E	1,570	275	60	643	1	32	12	55	2	17 1,619(m)	4,286	CARES article in Health Trends newsletter, information place in all waiting areas.Meetings held in Phoenix with employees.	Information only
19	B,E,TH,M.,	88	220	23	176	1	80	10	3	10	22 6,500(m)	7,133	Brochures, newsletters, pamphlets	Nothing stated /written.
20	, B,M, O,FG,T	312	0	4	190	6	0	5	0	1	20 4,512(m)	5,050	Ongoing communications with PSHCS/DOD. Concerns about bed closures.	Nothing stated/written
21	B,O,TH,M	357	117	48	610	14	0	27	382	5	50 106,543 (m)	107,222	VISN veteran pt. Newsletter. Employee newsletter, bulletins.	Explained PI process, all data will be reviewed and will VISN will prioritize gaps and facilities, will provide action plan for each gap
22	B,M, TH	328	0	7	160	59	0	0	0	40	95 10,000(m)	10,689	When will information be available. Will services be taken away. Will more clinics be placed in the community. Will Sepulvda be a hospital again.	Questions were answered and information provided
23	B,O,E M,TH	2,762	40	2	116	7	37	11	120	0	15 10,217(m)	13,327	Nothing stated/written	Nothing stated/written
	Total	61,192	52,303	1,351	18,540	218	5,469	335	16,845	166	6,837(O) 545,542(m)	691,644	Note* (o)= other (m) = mailings	

FG=Focus Groups
TH= Town Hall
W=Website
M=Mailings
E= E-Mails
B=Briefing
O=Other

Summary by VISN:
October 2002 Communications Report
CARE Stakeholder Input and Issues

VISN	Type of Input*	Employees	Veteran/Rel.	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other
1	L,T,E,V	0	1	4	3	0	0	0	0	0	0
2	V,L	0	14	0	0	0	11	0	0	0	0
3	E	8	11	0	2	1	0	0	0	0	0
4	E, V,	0	0	1	0	0	0	0	0	0	2
5	V,T, P	0	0	0	1	0	0	0	0	0	2
6	T, V	2	13	0	8	1	0	0	0	0	0
7	V	2	0	0	0	0	0	0	1	0	0
8	P,E	288	200	0	0	0	225	0	25	0	200
9	T,V	2	0	4	0	0	0	0	0	0	0
10	L,V	1,023	0	0	0	0	0	0	0	0	0
11		0	0	0	0	0	0	0	0	0	0
12											
15	V	0	0	0	1	0	0	0	0	0	0
16	V,L	0	0	0	0	0	0	0	0	0	0
17	V	60	13	0	13	0	0	0	13	0	0
18	V	1,565	0	0	18	0	45	8	11	0	0
19	V,T,L	82	5,001	0	48	0	71	2	0	0	0
20	T	0	2	0	0	0	0	0	0	0	0
21	L,E	0	1	0	1	0	0	0	0	0	0
22	L,T,P	0	0	1	75	0	0	0	0	2	0
23	V,P	0	0	0	1	0	0	0	0	0	2
	Totals:	3032	5256	10	171	2	352	10	50	2	206

Summary by VISN:
October 2002 Communications CARES Stakeholder Input and Issues

Total	Comments
8	Undecided about demand analysis. Concern about Jamaica Plain closure. Congressional staff concerns about initiatives and criteria.
25	Complementary about CARES newsletter. Volunteer is concerned about son in military.
22	Dean of Medicine (SUNY) requested a comparison of between Chicago, NY and Boston. Information provided.
3	Concerns on the review panel .
3	American Legion representative for VISN 5 wanted to know where the data used to project the number of veterans utilizing VA 2012 and 2022.
24	Concerns about access, travel, between facilities, how the counties and markets assigned..
3	Two employees from VAMC Dublin requested information on CARES
938	Provided CARES brochures for distribution to the Ware County (GA) fair through the DAV Auxiliary. Sent CARES brochures to each our 8 clinics.
6	US Representative was a verbal explanation and sent 25 brochures and face to face meeting is being scheduled.
1023	Newsletter to all employees. Training with Dayton/Cincinnati
0	Nothing stated/or written
0	
1	Will CARES close hospitals.
0	Nothing written/stated.
99	National Commander of American Legion dismiss CARES as unnecessary
1647	Questions continue on the process and to obtain further clarification.
5,204	Distribution of pamphlets, presentation at VSO meeting, director staff and service meetings.
2	Nothing written/stated.
2	VSO concerned about 1990 census for CAREs
78	VSO concerned about the impact on number of services and clinics. Question as to whether VAMC Sepulva would be hospital
3	Local reporter from Sioux Falls has put articles concerning CARES in local newspaper. Concern about VISN leadership and closing facilities. ES.
9091	

CARES Stakeholder Issues

Summary of Substantive Comments		
Who	What They Said	Action Taken/ Impact on Plan
VISN 1 Veteran Agent	Likes VA CARES, need to improve access to LTC, Dental: Need to address	Called Agent and spoke of CARES process.
VISN 1 Congressional Staff	Express concern about the initiative selection process, and standards to be used in process.	Reassured Congressional staff that they will be kept fully informed about process and involvement in plans for Far North Market.
VISN 3 DMAVA	Concern of Veterans process concerning Women veterans. Specifically how	Representative from DMAVA invited to attend next Women's Veterans Committee to discuss CARES
VISN Jewish War Vets	Mentioned VERA and shift of funds from the Northeast to the Southwest. What impact will CARES have on State Veterans Homes	Individual was added to e-mail list for distribution for CARES updates and outgoing communication
VISN 4 VVA/PVMEC	Inquiry about phase 4 of CARES, that will be a review panel, and who will be on panel.	Responded and discuss the a CARES committee, planning and implementation and information will be communicated at each phase.
VISN 4 HVAC Health Subcommittee/staff Director	Questions related to internal versus contracting, 1990 versus 2000 census data, veterans waiting now, future needs, 7 and 8's taken into consideration	Network response sent, will continue to provide future updates.
VISN 4 County Director of Veterans Affairs	Questions related to waiting times, turning smaller hospitals into outpatient clinics, travel hardships on veterans, potential to cause competition	Network response sent, will continue provide future updates..
VISN 5 American Legion Representative	Concern about the the data used that projects the number of Veterans utilizing 2012 and 2022	No comments were submitted.
VISN 6 CACOS/Ambulatory Care	Concern about the placement of Guilford being placed in a different market. Worried that the change in market area will result in the CBOC planned for Salisbury will shift to Durham NC	VISN planning manager explained the process used in determining market areas, and noted that decisions will be based on multiple factors and not limited by market limit boundaries.
VISN 6 VSO	Commented that the projected increases in enrollment should result in more money for VA	No impact --- general comment
VISN 6 Veteran	Veteran called saw CARES article in CARES newsletter .How we handle healthcare if we go to War to Iraq.	No comments were written
VISN 7	One employee asked for information on CARES	Employee given a brochure and briefing from staff.
VISN 7	Employee concern about loss of job due to CARES	Employee meet with staff and given a briefing.No decision has been made on any closures.
VISN 8 Pentagon Planner	Feasibility study, discuss plans with VISN & replacement of the the MCDill AFB	
VISN 9 US Representative	Requested information on CARES process	Please with counties in his district and request that he be kept informed
VISN 17	Disagreed with statement that VISN was interested involving VSO 's in CARES	Forward comments to 10N
VISN 19 Department Commander	Wondering if program planning will include medical needs of Veterans in Northwest Colorado, Concerns on CBOC and Enhance Use	Response being drafted, for the Commander of American legion. Preliminary findings include a CBOC at some point.
VISN 19 American Legion	Would like the Western Wyoming Counties and the Eastern Idaho counties included in the Sheridan Wyoming market area.e	Included the Sheridan Wyoming planning statement
VISN 21 Chairman of VA Northern Advisory Council	Concerns that CARES process will not be objective. Resources not provided for needed services.Consider relocation of resources to other areas in California. Issue about distance.	Network Director written response to Congressman and will meet with Congressman staff on 11/12/02 to discuss issue
VISN 22 Congressman	Congressman question the impact of Enhance Use for VAMC Long Beach with regard to Assisted Living Housing	Questions answered and information provided

CARES Stakeholder Issues

VISN 23 AP /and ABC story	Factual -depicted CARES as a long term planning process.	Nothing written
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