

## CARES Stakeholder Contacts / Input

<b>VISN: 6</b>
<b>Month/year: September 2002</b>

Issue	Type*	Employ	Veteran	Congre	VSO	Affiliate	Volunte	Union	Local C	DoD	Other	Total	Comments
Information seeking only -- neutral	L	0	1	0	0	0	0	0	0	0	1	2	(VISN) Staffer from Sen. John Edwards' office thanked VISN office for keeping them informed about CARES. Thirteen veterans who received telephone care newsletter articles asked for basic information about CARES. Veteran asked if CARES will provide dependent care. Veteran's wife asked about CARES and if it would provide PTSD counseling for families of veterans suffering from it. Veteran stated it would be cost effective to have a contract with a local dentist in the Jacksonville area. (AVAMC) Veteran called requesting information regarding CARES after reading about it in the OPTUM Taking Care newsletter. Stakeholder letter and CARES brochure mailed to veteran 9/5/02.
	E	0	0	0	0	0	0	0	0	0	0	0	
	P	0	0	0	0	0	0	0	0	0	0	0	
	T	0	19	0	0	0	0	0	0	0	0	19	
	V	2	0	1	8	0	0	0	0	0	0	11	
Positive comments -- like the process, offering help or support	L	0	0	0	0	0	0	0	0	0	0	0	
	E	0	1	0	0	0	0	0	0	0	0	1	
	P	0	0	0	0	0	0	0	0	0	0	0	
	T	0	0	0	0	0	0	0	0	0	0	0	
	V	0	0	0	0	0	0	0	0	0	0	0	
Negative comments -- dissatisfied, worried.	L	0	0	0	0	0	0	0	0	0	0	0	
	E	0	0	0	0	0	0	0	0	0	0	0	
	P	0	0	0	0	0	0	0	0	0	0	0	
	T	0	0	0	0	0	0	0	0	0	0	0	
	V	0	0	0	0	0	0	0	0	0	0	0	
Person-specific issue (special interest)	L	0	0	0	0	0	0	0	0	0	0	0	(VISN) Two patient contacts responding to OPTUM Newsletter article. CARES was secondary to their concerns. Payment of private hospital emergency admission bill, and pharmacy co-pay respectively.
	E	0	0	0	0	0	0	0	0	0	0	0	
	P	0	0	0	0	0	0	0	0	0	0	0	
	T	0	2	0	0	0	0	0	0	0	0	2	
	V	0	0	0	0	0	0	0	0	0	0	0	
Other	L	0	0	0	0	0	0	0	0	0	0	0	
	E	0	0	0	0	0	0	0	0	0	0	0	
	P	0	0	0	0	0	0	0	0	0	0	0	
	T	0	0	0	0	0	0	0	0	0	0	0	
	V	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>		2	23	1	8	0	0	0	0	0	1	35	

## CARES Stakeholder Contacts / Input

<b>VISN: 6</b>
<b>Month/year: September 2002</b>

### Summary of Substantive Comments

Who	What They Said	Action Taken/ Impact on Plan
VSO	Concerned about site valuation visits & when results will be available.	Explained process; sent comment to NCPO
Veteran	Veteran asked "what's a stakeholder?"	Defined stakeholders for veteran
Veteran	Wanted to know if CARES would affect his health care.	Explained CARES process; no impact on care now
Employee	Question on VISN 12 outcomes	Explained some of the changes that had taken place.