

CARES Stakeholder Outreach

VISN 6
MONTH/ YEAR September / 2002

Audience													Total	Comments	Response / Action / Impact on Plan
Date	TYPE*	Employ	Vetera	Congre	VSO	Affiliat	Volunt	Union	Local C	DoD	Other				
9/1/02	M		159,000										159,000	Mailed telephone care newsletter with CARES article to enrolled veterans. (VISN)	
9/3/02	B					29							29	Presentation at Duke University Dean's Committee about CARES process and Market Plans (Durham)	None. Information only.
9/3/02	E	1,200											1,200	Email 9/3 CARES Update (Hampton)	No feedback
9/3/02	B	30											30	(Richmond)	
9/4/02	TH	125											125	Town Hall Briefing (Hampton)	No specific issues raised. Questions answered.
9/5/02	TH	160											160	Presentation at All Employee town hall meetings about CARES process. (Durham)	None. Information only.
9/5/02	M		1,500										1,500	Fact Sheets and Q&A provided in Information Carousels in Clinics (Hampton)	Presentation - no feedback
9/6/02	B							1					1	Management Outreach (Beckley)	No negative comments
9/9/02	B	35			7								42	(Richmond)	
9/9/02	E	125											125	(Richmond)	
9/10/02	O				25								25	Veterans Advisory Council (MAC) meeting; gave CARES update; questions included "what step are we at currently; are these peacetime projections?" (VISN)	
9/10/02	B							1					1	Mr. Christian met with President, AFGE Local 446 and explained the CARES 9 Step Process. (Asheville)	
9/10/02	B	3						6					9	Presentation to Partnership Committee (Beckley)	No negative comments
9/10/02	B	27											27	(Salisbury)	
9/12/02	B	36											36	Presentation to Primary Care Staff (Beckley)	No negative comments
9/13/02	B				4								4	Met with American Legion state commander and representatives: informed about CARES Process and encouraged their input. (VISN)	
9/16/02	B	7											7	(Richmond)	

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

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9/18/02	M				1							1	Met with American Legion contact assigned to VISN 6 for information briefing about CARES. (VISN)	
9/19/02	B				50							50	(Richmond)	
9/20/02	O		200									200	Clinical Waiting Areas (Beckley)	No negative comments
9/20/02	O	1,200										1,200	Monthly Newsletter with recurring CARES articles. (Salisbury)	
9/20/02	O	50	625	25								700	Distributed more than 700 CARES brochures throughout the hospital (clinics, waiting areas, admissions, health benefits desk, etc.) (Salem)	Continue to keep brochures in public.
9/23/02	O		198									198	CARES pamphlets placed at information Desk in main Lobby and at Outpatient entrance. (Durham)	None. Information only.
9/23/02	B				17							17	(Salisbury)	
9/24/02	M				350							350	Mailed 350 CARES brochures to VSOs for use at state conferences. (VISN)	
9/24/02	E	1,200										1,200	Email 9/24 CARES update (Hampton)	No feedback
9/24/02	O		500									500	CARES (Hampton)	Information Carousels in Clinics
9/24/02	O	60										60	(Richmond)	
9/25/02	TH	83										83	(Beckley)	No negative comments
9/26/02	B	9										9	Director Staff Meeting (Fayetteville)	No Impact
9/27/02	B	8						1				9	Executive Council (Fayetteville)	No Impact
Total		4,358	162,023	25	454	29	0	9	0	0	0	166,898		

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