

CARES Monthly VISN Communication Report November 2002

The VISN-level CARES Communication Report for November 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 779,387 stakeholders, veterans, and members of the public briefed on the CARES process. This represents a total increase of 87,743 stakeholders and veterans briefed or slightly more than twelve percent (12%) as in October 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 4,409 Veterans & Relatives contacts, 2,632 or nearly 60% were from VISN 1, and 7 mainly in the form of newsletters. Of the 97,249 Employee contacts, 39,321 or 40.4% were from VISN 3. Of the 974 Volunteer contacts, 517 or 53.1% were from VISN 7 and VISN 20. Finally, of the 8,612 VSO contacts, 6,379, or 74.1% were from VISN 7 and VISN 17 – mostly in the form of briefings.

Overall, of the 779,387 total stakeholders and veteran's contacts 662,813 or 85.0% were in the form of mail outs (e.g., e-mails, brochures, newsletters,).

Concern continues to be raised 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 with 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.

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, E,F,G,TH,M,O,W	22,354	1,490	293	430	51	41	68	31	5	214	24,977	Questions about data, and what was use. Concern about facility and bed closures, new CBOCs. Impact of CARES on backlog. CARES funding, and services for special populations.	Issues addressed Market teams informed.
2	B,M,	53	226	1	31	0	20	0	0	0	11,708 (m)	12,039	Network Volunteer Newsletter, Employee Newsletter	Nothing was stated/written
3	B,O, E,M,TH	39,321	280	6	196	2	60	3	51	15	12,052(m)	51,986	Northport, NJHCS CARES update. Briefing to staffers. E-mails /mailings on CARES update	Follow-up and comments welcomed. Update mailings
4	B,E TH, M,O	1,436	17	36	261	21	30	21	0	0	25,020 (m)	26,842	Network :CARES update #4 &5 sent to all employees. CARES article sent for publication in the state of PA. Newsletter.Brief staff and set up schedule for briefings on PI	Will continue to provide updates. Information sharing will continue. Continue as information received from VACO/VSSC
5	M,TH,W,	469	0	0	185	0	0	0	0	0	17,466 (m)	18,120	CARES updated in VAMC Connection. PI's sent to Martinsburg,WV	N/A.
6	B,E,M, O,FG	622	0	12	148	0	0	3	12	0	7,643 (m)	8,440	CARES bulletin, employees newsletter included article on CARES. CARES brochure in waitingrms.	Information Only.
7	B,W,,TH, M,E	12,691	1,142	886	857	26	319	40	2,953	33	7,750(m)	26,697	Concern about facility closings. Request Congress to stop facility closings.	Letter sent to individuals concerned about medical center closings
8	O, M, TH	0	0	0	50	0	0	0	0	0	320,311	320,361	Radio interview with WOCAL . Circulation, newsletters, to all clinics	Nothing written/nothing stated
9	B,TH M,O	0	0	0	0	0	0	0	0	0	15,180(m)	15,180	CARES newsletter, bulletin, electronic distribution	Nothing written/nothing stated.

TYPE*
 FG=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
10	B, E,	334	0	14	90	0	0	0	7	0	10,106 (m)	10,551	CARES bulletin #3. Distribute to all staff.	Nothing written/nothing stated.
11	B,M, TH	178	78	2	8	2	0	0	0	0	4,966 (m)	5,234	CARES bulletin #2. Distribute to all staff CARES.Brochedures sent	Nothing was stated/written
12	N/A													
15	B,M, E,O,TH	13,207	657	7	59	20	56	12	35	0	665(m)	14,718	E-mail to stakeholders and employees	Information only.
16	M,W,O,B,	185	0	71	95	28	198	16	36	5	158,608(m)	159,242	Newsletter/brochures.	Nothing stated/written
17	M,B	3,336	35	1	5,522	0	0	0	0	0	38,674(m)	47,568	Publications, news magazines , bulletins	Comments are favorable. Senior American Legion officer expressed guarded support but wanted more information. AFGE suspicious.
18	M, B,TH, O,E	13	30	2	70	0	0	2	0	0	3,230m)	3,347	CARES article in VA newsletter, information place in all waiting areas.Open house at new CBOC	Information only
19	B,TH,M.,	282	333	18	274	2	15	5	15	2	3,040 (m)	3,986	Brochures, newsletters, pamphlets	Nothing stated /written.
20	B,M, O,W,TH	1,128	84	22	83	0	135	15	0	0	4,971(m)	6,438	PI wesite, CARES brochure, PI bulletin. Update preliminary PI . VISN CARES hits ongoing .	Nothing stated/written
21	B,O,TH,M	142	0	4	72	0	0	4	257	0	8,912(m)	9,391	Employee newsletter, e-mails. Will CARES effect staffing.	CARES is looking to access for veterans seeking health care in 2012-2022
22	B,M, TH	243	0	1	14	0	0	0	0	0	0	258	Nothing stated/written	Nothing stated/written
23	B,O,E M,TH	1,255	37	2	167	0	100	67	87	0	12,297(m)	14,012	Nothing stated/written	Nothing stated/written
	Total	97,249	4,409	1,378	8,612	152	974	256	3,484	60	662,813	779,387		

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Summary by VISN:
CARES Stakeholder Input and Issues

VISN	Type of Input*	Employees	Veteran/Rel.	Congressional	VSO	Affiliate	Volunteer	Union	Local Org	DoD	Other	Total	Comments
1	L,T,E,V	6	5	1	18	1	0	0	0	0	0	31	Retain urgent CARE clinics. Question about accuracy of National data for surgery and psy. Beds.What is gap analysis; Will future wars be considered in the analysis. Will facilities be closing Seeking information on planning initiatives.
2		0	0	0	0	0	0	0	0	0	0	0	Nothing written/stated.
3	E,V	9	11	0	4	1	0	0	0	7	0	32	VA/DOD meeting spoke on the Fritzsimmmons hospital and the initiative on this. SUNY Dean requested additional information on Chicago and Boston.
4	L, T, V,	13	0	6	1	1	0	0	0	0	1	22	Concerns on the PI from Congressman. Referred to VACO. Media query on WB.
5	V,E,T,P	2	0	0	1	0	0	0	0	0	2	5	Will CARES result in hospitals being demolished and will the hospitals contract out.Where does CARES data come from.
6	T, V,E	2	4	0	11	0	0	0	0	0	0	17	Official visit from Vets of Foreign, ask for additional information. No negative or positive comments. Interested in CARES process. Was transportation considered when planning location of services.
7	V	2	0	0	0	0	0	0	0	0	0	2	Two individuals contacted CARES office on concerns about facilities being closed
8		0	0	0	0	0	0	0	0	0	0	0	Nothing written/stated.
9		0	0	0	0	0	0	0	0	0	0	0	Nothing written/stated.
10	V	22	0	0	0	0	0	0	0	0	0	22	Meeting with Dayton/Cincinnati work group
11	T,E	0	2	0	1	0	0	0	0	0	0	3	Wrote letter to newspaper concerning future of VA & associated services in the area.
12												0	
15	V	0	0	0	1	0	0	0	0	0	0	1	Will CARES close hospitals.
16	V,L	0	0	0	0	0	0	0	0	0	0	0	Nothing written/stated.
17	V	70	93	4	39	2	8	9	13	2	8	248	Positive feedback from avenues. Keep constituents updated.
18	E,	615	0	0	0	0	0	0	0	0	0	615	Expect questions to be submitted.
19	V,T,	12	1	1	7	0	3	0	0	0	6	30	Where are we in process? Impact on CARES not moving to Fitzsimmons.
20	E,T,L	8	3	0	16	0	0	0	0	0	0	27	Question whether CARES will effect admissions, change mission of Doms. How will resolutions to gaps be funded. What will be done with excess. What is VISN
21	L,T	2	5	1	6	0	0	0	0	0	0	14	Congressional Office wants updates. Veterans strongly oppose 1990 census with data is suspect
22	L,T,P	0	0	0	0	0	0	0	0	0	0	0	Nothing sunmitted/written
23	P,L	0	3	5	0	0	0	0	0	0	0	8	Concerns that minds are made up, and CARES is about closing facilities. Network has received letters from Iowa Congressional Delegation supporting the establishment of additional CBOCs.
	Totals:	763	127	18	105	5	11	9	13	9	17	1077	

CARES Stakeholder Issues

Summary of Substantive Comments

Who	What They Said	Action Taken/ Impact on Plan
VISN 1 Commissioner/Vet serv/	Concern about not addressing current LT needs.	Discuss in stakeholder meetings.
VISN 1 Woman Veterans Coordinator	Concern about maintaining capacity for female vets., including inpt beds.s.	Concern will be considered as part of the market development process.
VISN3 VA/DoD financial workgroup	Concerns about Fitzsimmons and its relationship with the CARES .	Recommended that they speak with VACO/DOD liasions.
VISN 3 VFW Newark,NJ	Timeline appears not to allow stakeholder input until market plans are in place	Addressing stakeholders involment at local and VISN level
VISN 4 Clearfield County Director of Veterans	Status of CARES.	Provided information on status and them of the Western CARES stakeholder mtg on 11/22/02
VISN 6 State Commander	Reqtusted additional information on CARES porsess.	Provided information on CARES process. No negative comments. 10N is responsible to respond to letter.
VISN 7	Two indiivuals concerned about facilities closing due to CARES	Letters sent to each indiivual noting that there are no plans for medical closures.

VISN 17	Diagree with the statement that VISN was interested in involving VSO in CARES	Pass information to 10N
VISN 17 AmeERICAN Legion Historian	Keep apprised. When will they receive tangible information. Upset about VAMC Marlin; used pretext of H2O hazard to close hospitial.	Network Director meet with AmeERICAN Legion Historian and said he will keep him abreast of CARES.
VISN 17 Employees	Services will not be curtailed or deleted due to CARES. Concern that there jobs are in jeopardy	17 Website, and schedule all employee meeting with each health care sytesm
VISN 18 (Prescott)	Most questions to date on how the process will work	Nothing written /submitted

VISN 21 President,VA Northern HCS	Concern that CARES projections are inaccurate. Send letters to Network Director, President Bush and Secretary Principi	Continue to meet with Stakenorders in developing CARES PI solutions

CARES Stakeholder Issues

VISN 23 ABC TV

Nothing written