



MYVA EXTERNAL ADVISORY COMMITTEE
STATEMENT (#2) ON VA TRANSFORMATION

THE IMPERATIVE FOR ACTION ON VA'S LEGISLATIVE PRIORITIES

NOVEMBER 2, 2016

The MyVA Advisory Committee was created in March of 2015 to advise the U.S. Department of Veteran Affairs (VA) on how to best introduce and sustain a high-performing, customer-focused culture across the organization, and also to assess and evaluate the VA's progress toward improving access to benefits and delivering quality care to the nation's veterans. The MyVA Advisory Committee is independent of the VA, and is composed of leaders and subject matter experts from the veterans' community, business, higher-education, and the public sector.

In June of 2016, the MyVA Advisory Committee issued its first '*Statement on the Progress of VA Transformation.*' In that statement, the Committee acknowledged that significant work remains to appropriately set the course for long-term excellence and reform at VA, while at the same time highlighting that ongoing transformation efforts have resulted in unprecedented and positive change – across all levels of the Department. In light of this positive change, the Committee emphasized how and why it is critically important that the organizational momentum supporting the MyVA transformation process be sustained and supported during this period of political change.

Since issuing its first "*Statement on Progress*" in June, the Committee has continued to press VA leadership related to the pursuit of actionable and innovative strategies positioned to improve the veteran experience. It is the consensus opinion of the Committee that a successful transformation must put the veteran first, be enabled by a culture of transparency and accountability, include strategies to engage the VA workforce, and expand partnership with the private sector.

That said, it has become clear to the Committee that in some critical areas – arguably areas where the potential to positively impact the veteran experience is greatest – meaningful transformation is effectively undermined by a lack of legislative authority supporting a purposeful strategy to engage 'the whole of the VA' in the transformation effort. For example, over the past year VA leadership has identified to the Committee – and also to leaders in Congress – a slate of legislative actions positioned to:

- Modernize the veteran claim appeals process to make it more clear, predictable, and 'veteran-centric'
- Improve and enhance community care opportunities for veterans by streamlining and making more efficient the process associated with engaging community providers
- More seamlessly and routinely share information with community providers in service to holistic care for the veteran
- Enhance telehealth services as a means to better serve rural veterans and others with limited access to care and services
- Allow for private-sector partnerships in support of enhanced legal service and supports for veterans
- Align VA work practices with healthcare industry standards (i.e. 80-hr work week limitations)

Each of the issue areas referenced above represents critical and strategic pillar of the VA transformation effort. Consequently, it is the Committee's position that without timely consideration and subsequent action by Congress related to the VA's current legislative priorities, the full potential associated with ongoing efforts to transform the Department into a 'veteran-first' organization – capable of providing class-leading and resource efficient services and care to America's veterans – will continue to be marginalized. Importantly, this is a position

that has been previously discussed and supported – to an unprecedented level of consensus – by many of the nation’s Veteran-Serving Organizations (VSOs) and the union leaders that represent the VA workforce.

As the Committee has previously stated, we urge those who would propose or act to politicize the ongoing reform at VA to consider first and foremost the debt of honor that’s been earned by America’s veterans, and how a grateful nation best pays on that debt. The MyVA Advisory Committee is convinced that the transformation currently underway at VA is right, appropriate, and does set a course for long-term reform and excellence across the Department. Therefore, on behalf of the nation’s veterans, we strongly urge Congress to act quickly to consider VA’s current legislative priorities as a means to sustain and support the MyVA transformation process during this period of political change.

MyVA ADVISORY COMMITTEE MEMBERSHIP:

MG Josue “Joe” Robles Jr; Chairman, MyVA Advisory Committee

Major General Josue (Joe) Robles, Jr., USA (Ret.) retired from USAA in 2015 after serving seven years as president and chief executive officer. During MG. Robles’s tenure as CEO, USAA grew customers 63 percent, revenue 67 percent, net worth 87 percent, assets owned and managed 70 percent, and more than doubled employee engagement. Robles joined the U.S. Army in 1966, and for the next 28 years, served in a variety of command and staff positions, including director of the Army budget and as commanding general of the 1st Infantry Division (the Big Red One).

Michael Haynie, PhD; Vice Chairman, MyVA Advisory Committee

Dr. Michael Haynie is Vice Chancellor at Syracuse University, and also holds positions as the Executive Director of the Institute for Veterans and Military Families (IVMF), and as the Barnes Professor of Entrepreneurship at Syracuse University’s Whitman School of Management. A veteran of the U.S. Air Force, Haynie’s academic expertise is focused on innovation, entrepreneurship, and competitive strategy. For the past three years, Haynie has also served as the chairman of the U.S. Secretary of Labor’s Advisory Committee on Veterans’ Employment, Training, and Employer Outreach.

Herman Bulls; Member, MyVA Advisory Committee

Herman Bulls is Vice Chairman, Americas, as well as an International Director and the founder of JLL’s highly acclaimed Public Institutions Business Unit, which specializes in delivering comprehensive real estate solutions to federal, state and local governments, economic development & nonprofit organizations and higher education institutions. He is an Army veteran, a West Point graduate and serves as a director of the West Point Association of Graduates and the Military Bowl, an NCAA sanctioned post season football game.

Teresa Carlson; Member, MyVA Advisory Committee

Teresa Carlson serves as the vice president of the world wide public sector at Amazon Web Services where she is responsible for operations, strategy, sales and business development. The more than 20-year industry veteran is also the head public policy advisor for the global public sector at AWS and oversees revenue and partnership strategy. She previously served as vice president of federal government business at Microsoft. Carlson also has 15 years of experience in the health care field and was recently named to Washingtonian Magazine’s “100 Most Powerful Women.”

Richard H. Carmona, M.D., M.P.H, FACS; Member, MyVA Advisory Committee

Dr. Richard H. Carmona served as the 17th Surgeon General of the United States (2002-2006). Carmona is a combat decorated and disabled Army Special Forces veteran of the Vietnam War. Carmona is currently a Distinguished Professor at the University of Arizona, and holds numerous public and private leadership positions and has extensive experience in public health, clinical sciences, health care management, and national preparedness.

Laura Herrera, MD, MPH; Member, MyVA Advisory Committee

Dr. Laura Herrera is managing Medical Director for Amerigroup Community Care. In this role she oversees the administration of medical services for the Company’s health plans and is responsible for enhancing the innovation and effectiveness of new or existing healthcare policies as well as leading the development and implementation of activities designed to improve health outcomes. Previously she served as medical director for population health and community health programs at Johns Hopkins HealthCare, responsible for providing physician leadership in the design, development,

implementation and evaluation of the population health care management programs; deputy secretary of public health services for Maryland's Department of Health and Mental Hygiene; as a medical officer in the Army Reserve; and as National Director of Women's Health, and the Acting Deputy Chief Officer of Patient Care Services in VA's Veterans Health Administration.

Chris Howard, DPhil; Member, MyVA Advisory Committee

Chris Howard is currently the 8th President of Robert Morris University in suburban Pittsburgh, and was formerly the President of Hampden-Sydney College in Virginia. Howard is a retired Air Force Reserve lieutenant colonel who served in Afghanistan, and is a graduate of the U.S. Air Force Academy. A Rhodes scholar, he earned his doctorate in politics at the University of Oxford and an M.B.A. with distinction from the Harvard Business School. Howard previously served on the National Security Education Program Board and previously served on the American Council on Education's board of directors.

Nancy Killefer; Member, MyVA Advisory Committee

Nancy Killefer, vice chair of the Defense Business Board. Killefer was senior director in the Washington office of McKinsey & Company, an international management consulting firm. She founded and led McKinsey's global public sector practice. She is also a former chief financial officer, chief operating officer and assistant secretary for management for the Treasury Department, and previously chaired the IRS oversight board.

Eleanor "Connie" Mariano, M.D.; Member, MyVA Advisory Committee

Dr. Eleanor "Connie" Mariano is Former Physician to the President of the United States and Rear Admiral, U.S. Navy (ret). Dr. Mariano was the first female director of the White House Medical Unit and the first military woman to become a White House Physician to the President. After serving in the White House she joined Mayo Clinic's Executive Health Program. She is also the founder of the Center for Executive Medicine (CEM), is a unique medical practice designed for executives and their families who seek the highest standard of personalized and responsive medical care.

Jean Reaves; Member, MyVA Advisory Committee

Jean Reaves is a Vietnam era veteran, the wife and mother of veterans, and has acted as a veterans' advocate for over 20 years. Reaves is a member of AMVETS and several other veteran service organizations. She is currently president of North Carolina AMVETS Service Foundation, and previously served as veteran liaison for former Sen. Kay Hagan, D-North Carolina

Maria "Lourdes" Tiglao; Member, MyVA Advisory Committee

Maria "Lourdes" Tiglao is the Regional Communications Manager for Team Rubicon Region III. She is a US Air Force veteran who served in the medical field as part of the 3-person USAF Critical Care Air Transport Team and helped co-found and launch the first USAF Critical Care Medical Attendant Team in the Pacific. Lourdes also served as a member of the International Health Specialist Team for the US Air Force, an organization that used medicine as an approach to crossing cultural barriers.

Robert E. Wallace; Member, MyVA Advisory Committee

Robert E. Wallace serves as the Assistant Adjutant General and Executive Director of Veterans of Foreign Wars. Wallace is a Vietnam veteran. He is responsible for the day-to-day operations of VFW activities in Washington, DC. He previously had a career in banking and also held positions in New Jersey state government in its Veterans Affairs and Employment and Training Commission.