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VA Secretary Makes Strides to Improve Veterans Experience

Selects Lynda Davis, PhD, as Chief Veterans Experience Officer

WASHINGTON — In an effort to elevate the Veterans Experience Office (VEO), the Secretary of Veterans Affairs, [Dr. David J. Shulkin](#), today announced the appointment of Lynda Davis, PhD, as Chief Veterans Experience Officer for the Department of Veterans Affairs (VA).

VEO is dedicated to capturing, sharing and improving the experience of all those using the care and benefits of the VA. VEO listens to the voice of Veterans, their families, caregivers and survivors — aimed at enhancing their access to care, benefits and services. The Chief Veterans Experience Officer advises the Secretary and other senior leaders in VA to ensure the unique needs of Veterans and their families remain the ultimate focus of VA's modernization efforts.

"It is critical that we create a seamless Veteran experience across the entire organization," said Secretary Shulkin. "VA must proactively engage Veterans and their families to ensure their voices are heard. Lynda brings the energy and expertise to develop Veteran-centric solutions that will allow VA to build trust with Veterans and the American public."

Dr. Davis has a wealth of experience serving the nation's Veterans, their families, as well as caregivers and survivors. Before joining VA, she served as: deputy undersecretary of Defense for Military Community and Family Policy; deputy assistant secretary for Military Personnel Policy for the Department of the Navy; the designated lead for the joint Department of Defense and VA response to the recommendations of Commission on Care for America's Returning Wounded Warriors under President Bush; and executive vice president of the Tragedy Assistance Program for Survivors, where she was executive director of the Military and Veteran Caregiver Network.

"It is an honor to continue my service to our Veterans, their families, caregivers and survivors, as the leader of the Veterans Experience Office," Dr. Davis said. "As a former Army officer and the mother of a Veteran, I am thrilled to be able to support Secretary Shulkin's efforts to make VA the organization our Veterans and their families deserve. Through state-of-the-art technology and innovative solutions, we can ensure Veterans are consistently provided a high-quality experience that earns their trust."

Secretary Shulkin added, "We need fresh ideas and strong leadership throughout the organization to modernize VA. Lynda is a trusted leader in the Veterans community and will elevate the Veterans Experience office to a new level."

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