

## Ann Arbor Veterans Council

Meeting: August 23, 2016

Time: 10:30 – 11:45am

Room: 728

Minutes for July meeting

and

**AGENDA**

June meeting minutes accepted with modifications: Derek Atkinson has moved over to the VA National Center for Patient Safety (located at Domino's Farm) and April L. has helped John M. connect with his PACT social worker.

Guest Speakers: Amy Murbach, Interior Designer/Project Manager and Meaghan Short. Amy mentioned all of the new AAVA construction and renovations. She explained the importance of having a welcoming visual affect for Veterans, visitors, and staff to give more of a hotel concierge (someone who helps you get what you need) feeling than a "Vets are only here for treatment" feeling. The AAVA is a USA VA leader as a model for providing a favorable first & last impression experience. Amy and Meaghan gave us copies of a "draft" of the new "Veteran, Visitor and Staff Experience Policy." The goal is to create and maintain "a clean, organized, welcoming and professional environment ... to ensure the facility presents an appropriate image to all who enter our facility and creates a safe and healing environment." This new policy presents procedures for cleanliness and clutter-free requirements and visual management for all four areas: General Public, Clinical, Clinical Treatment, Staff Only. The Veteran Experience Review Board approved these procedural requirements and will do formal reviews of what is acceptable in the four areas. The Veteran, Visitor and Staff (VVSE) Committee will have their members conduct bi-weekly Veteran Experience Rounds to monitor all general public, clinical and clinical treatment areas and they have the authority to remove unapproved and/or inappropriate items (for example, postings, signage, displays) and report policy compliance findings to the Veteran Experience Review Board.

Council Members were not comfortable with this new policy and some Members expressed a quick, immediate, intense, emotional "reaction" that caused more discomfort. Members were reminded to allow the Guest Speakers to continue the preview of the policy "draft" and comments/questions need to be respectful, thoughtful "responses" to the information without high-intensity feelings. A major concern is the clutter-free requirement: It seems like a "sterilization" program that will wipe away the home-lived-in feeling – AAVA is more than a medical center, it is our space; it is already a comfortable, pleasing, friendly place for Veterans and any new policy needs to be carefully implemented to preserve what has been created.

Amy said our Council Bulletin Board will be placed in a more centralized, more visible location in a "Vet Center" area; Vets can gather and talk in this spot and it will also be used for special events that will be broadcasted (audio-visual) throughout the hospital.

She said this is an on-going new policy creation process and our Council can give our input during its progression.

Council had an open discussion about our objections to moving the Comp. & Pen. Office out of the building. April L. said a study had been done to identify clinics that are mostly self-contained and Comp. & Pen. was one that was selected; a shuttle will go back and forth from the medical center. The selected clinics will start moving in two to three months. Mark L. cast some doubt about considering Comp. &

Pen. as mostly self-contained because when a claim is filed it often listed 7 to 8 conditions so there will be a need for working with clinics that remain in the medical center. Chief Greg A. suggested that the Veteran representative on the Executive Leadership Board will be the best person to contact to see if this moving decision can be changed; Paul J. will follow-up on this information.

Billie W. asked about the CWT Program. Chief said he was told there will be no new participants after August 1<sup>st</sup> and the program will stop in 3 to 4 months because there are not enough Social Workers to act as case managers. Billie will ask Volunteer Services for help with the workload at the Information Desk and the transportation of patients.

### AGENDA

Guest Speaker: C. Beau Nelson Ph.D., Local Recovery Coordinator/Psychologist, Mental Health Community Coordinator. At 11am he will talk with us about the upcoming Mental Health Summit.

1. Preliminary activities: Sign-in Sheet, Minutes accepted, New Members.
2. April L.
3. Council Communication: Open discussion.
4. Paul J.
5. Kirk L.
6. John B.
7. Mark L.
8. Other Thoughts, Topics, Comments, Suggestions

**Please mark your calendar** – Next Council meeting will be **September 27, 2016** on Tuesday, 10:30 – 11:45am in Room 728.

### Members☺:

Terry Keck	Gary Bourdeau	Greg Allen	Asuki ONeill	Joe Riedy	April LaRock
Paul Jingoian	Maurice Warren	Alex Beach	Lori Young	Erik Cuolahan	Bo Westerkamp
Mark Lyubkin	Kirk Lanam	Dave La Pointe	Scott Brooks-Miller	Dave Reed	John Branstetter
Mark Lindke	Ray Pasquantonio	John Murray	Billie Whittaker	Denny Moore	Dan Vogel
Beau Nelson	Lloyd Suter	Bruce Schultz	Larry Blanchard	Bob Board	Jon Luker
Rick Donley	Don Behm				

