

Name	Title	Photo	BIO
Adebiyi, Temi	Temi Adebiyi, MPH Sr. Analyst, Strategic Program Management Office		Temi Adebiyi serves as a Senior Customer Experience Strategist for the Strategic Program Management Office (SPMO) within the Veterans Benefits Administration (VBA). She manages the customer experience portfolios of VBA Lines of Business (LoB) and is responsible for leading VBA in integrating Veteran feedback and human centered design approaches with VBA’s modernization and process improvement efforts. Prior to joining SPMO, Ms. Adebiyi served as the Project Manager for a multimillion-dollar information system investment which was utilized to collect program and performance measure data at the Health Resources and Services Administration (HRSA). In her role, she was responsible for leading, directing, and providing programmatic guidance to contractors and various workgroups. She also played key roles in several agency-wide projects, which led to her receiving various performance awards and recognition. Ms. Adebiyi started her professional career in 2008 as a Medical Technologist at St. Agnes hospital in Baltimore County, where she performed routine and complex laboratory testing in hospital settings to help healthcare providers with the diagnosis and treatment of their patients. She went on to work at other DC Metropolitan area hospitals, namely; Johns Hopkins hospital and the George Washington University hospital, where she was instrumental in developing and revising Standard Operating Procedures (SOPs) and training materials for new and existing employees, process improvement initiatives, and performing assessments to ensure that laboratory was in compliance with local, state and federal guidelines. Due to her passion for helping the underserved population, she moved on to work in a Medicaid Managed Care Organization (MCO) in the District of Columbia, where she planned, developed, implemented, monitored and evaluated programs focused on improving the overall well-being of Medicaid recipients in the District. Ms. Adebiyi holds a bachelor’s degree in Medical Research and Technology from the University of Maryland, Baltimore, and a Master of Public Health degree from the University of Maryland, College Park. She is also a graduate of HRSA’s Mid-level Leadership Development Program (MLDP).
Albert, Evan	Evan Albert, MPA Director of Measurement and Data Analytics, VEO Enterprise Measurement & Design		Evan Albert, serves as Director of Measurement and Data Analytics for VA’s Veterans Experience Office (VEO) in VEO’s Enterprise Measurement and Design Directorate where he leads VEO’s efforts related to Customer Experience data and measurement capabilities, including VA’s V-Signals (Veterans Signals) survey platform. Evan also directs a team of 13 Implementation Specialists, Data Scientists, and Statisticians in the coordination of all measurement and implementation functions associated with new Customer Experience surveys developed by VEO for Administrations and staff offices across the enterprise. Evan has over 20 years of Federal experience as well as 6 years of experience leading programs in the State Government in Ohio where he received recognition as State Government Employee of the Year from Governor Bob Taft. Evan previously served in Federal program and planning positions in the Department of Interior’s Budget, Planning, and Execution Office and DHS’s Sector Outreach and Programs Division and managed the Detroit regional office for the Federal agency that operates AmeriCorps and other national and community service programs. Evan is FAC-P/PM and COR-certified and holds degrees from the University of Michigan and an MPA from New York University’s Robert F. Wagner Graduate School of Public Service.
Arnold, Kenneth	Kenneth A. Arnold, SES Vice Chairman Board of Veterans Appeals		Ken joined the Department in February 2019 and currently serves as the Chief Operating Officer responsible for executive oversight of approximately 1,200 staff. This includes over 100 Veterans Law Judges, 900 staff attorneys and 200 professional support staff dedicated to resolving veteran appeals regarding eligibility for service-connected benefits, to include disability compensation, educational and vocational assistance, healthcare services, and burial benefits. Immediately prior to his current role, Ken served for three years at the Department of Justice, where he was responsible for the administrative management and operational functions of the DOJ Asset Forfeiture Program, including review and evaluation of all Asset Forfeiture Program activities and oversight of nearly \$9 billion in asset forfeiture funds. His staff also provided centralized operations of forfeiture-related systems and applications used by roughly 9,000 Federal, State, and local law enforcement officers and prosecutors to account for nearly 1.5 million assets seized from criminal enterprises. Ken previously served for four years as the Deputy Under Secretary for Economic Affairs at the Department of Commerce. He was the Chief Operating Officer and senior career executive responsible for overseeing a headquarters staff and three operating units, which accounted for approximately 25% of the Department’s personnel. Ken is a retired U.S. Air Force judge advocate who started his career when he enlisted at the age of 17. His active duty career spanned over 30 years in a wide range of assignments throughout the United States and overseas. He served as a criminal prosecutor, a defense counsel, a civil litigator, and an appellate counsel. After spending a year on Capitol Hill as a National Defense Fellow, Ken served four years as an Associate Deputy General Counsel for the Department of Defense before embarking on a variety of senior level positions which allowed him to lead several of the Air Force’s largest legal offices during the last 7 years of his military career. His last military assignment was as Chief of the Air Force’s General Litigation Division, where he led a team of nearly 90 attorneys and paralegals engaged in federal court litigation and administrative proceedings throughout the United States. He began his SES career in 2011.
Bailey, Anne	Anne Lord Bailey, PharmD, BCPS Director, Clinical Tech Innovation Immersive Tech Lead Office of Healthcare Innovation and Learning	No pic provided	Anne (or Dr. Anne Lord Bailey, depending on formality needed) is a board-certified pharmacotherapy specialist, Director for Clinical Tech Innovation, and Immersive Technology Lead for VHA’s Office of Healthcare Innovation and Learning (OHIL). Anne (Dr. Bailey) started her innovation journey as a resident at Charles George VA Medical Center in Asheville, NC and joined the OHIL team in 2020 to lead implementation of emerging tech, particularly immersive technology. She has collaborated with experts in government, academia, and industry, while also supporting the expansion of the VHA XR Network from one facility to over 160 and engaging more than 1,000 VA employees. Recently, Dr. Bailey was awarded 2022 G2Xchange Change Agent Award and, along with other OHIL Immersive Tech team members, was a recipient of the 2022 Service to the Citizen Award.
Bivens, Debi	Debi Bevins, SES Executive Staff Director Enterprise Measurement & Design Veterans Experience Office		Debi Bevins serves as Director in the Office of Client Relations aligned under the Veterans Experience Office. Ms. Bevins provides executive level support and recommendations to the Secretary of Veterans Affairs focusing on policies, programs, and providing the highest quality experiences in the delivery of care, benefits, and memorial services to Service members, Veterans, their families, caregivers, and survivors. She is responsible for providing advice and guidance to Department senior level officials on the Secretary’s policies to enhance complaint management and service recovery for our nation’s Veterans and VA employees. Ms. Bevins has a distinguished career with VA holding various positions. She started her career in 1988 as a Rating Specialist with VBA and has served ten Cabinet Members throughout her tenure. From 1996-2002, Ms. Bevins supported 3 Secretaries (Brown, West and Principi) as a Special Assistant, focused on traveling to VA facilities across the country and meeting with Veterans. From 2002-2005, she traveled on behalf of 2 Secretaries (Principi and Nicholson) conducting unannounced site visits to VAMCs, CBOCs, Contract Nursing Homes, and VBA Regional Offices to address certain issues of interest. From 2005-2009, under the direction of Secretary Nicholson, Ms. Bevins was the Executive Staff Director responsible for OSVA’s front office staff and operations. From 2009-2014, Ms. Bevins was appointed to the Office of the Secretary as Director of Client Relations, providing service recovery to Veterans and employees. As a component of Secretary “Bob” McDonald’s Customer Service Initiative in 2014, Ms. Bevins lead the Secretary’s Office of Client Relations - a team of 10 subject matter experts from VA various Administrations to triage and manage Client inquiries incoming to the Secretary’s Office. During this period, Ms. Bevins assisted VHA and VBA in establishing their respective Client Relations Office, as well as developing a case management system to track inquiries and manage resolutions for client concerns. In 2018, Ms. Bevins played an integral role in the set-up of the Phase 1 White House/VA Hotline call center. In her current role, Ms. Bevins continues to serve as a Subject Matter Expert on many collaborative efforts with the White House/VA Hotline, Administration OCRs, and other VA offices on issues to provide rapid service recovery, advice, and assistance to high-profile internal and external customers. A graduate of Georgia College State University with a Degree in Criminal Law, Public Administration and Psychology, Debi’s hobbies include running, biking, pickle ball, teaching ZUMBA, reading, and advocating and promoting those with Autism with her “Camp Bling for Blue Scholarship.”
Bogan, Stephanie	Stephanie D. Bogan Chief Customer Experience Officer Director, Customer Experience Division, National Archives		Stephanie D. Bogan was appointed Chief Customer Experience Officer in July 2019. Ms. Bogan is a customer enthusiast with over 10 years of federal experience leading multidisciplinary, service-oriented teams toward customer success. Prior to her appointment, Ms. Bogan led several enterprise-wide initiatives in the public and private sectors to enhance operational efficiency, customer satisfaction, and employee satisfaction with demonstrated results. Ms. Bogan is a Certified Customer Experience Professional (CCXP) and holds a Bachelor of Arts degree in Philosophy with minors in Journalism and Political Science from the University of Missouri – Columbia, Master of Arts degree in Media Communication with an emphasis in Advertising and Marketing, and Master of Business Administration degree from Webster University – St. Louis.

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Brewer, Casey	Casey Brewer, BA Management Analyst, Tools and Implementation Directorate, Veterans Experience Office		Casey Brewer is a former Medical Services Officer; U.S. Army Reserve Veteran who has been serving the Veteran’s Health Administration for over 13 years. Casey began her career with the Erie VA Medical Center in 2009 where she held various roles throughout the medical center to include the local Veteran Experience Officer. As a Veteran Experience Officer for over three years, she has led various VISN level committees and workgroups working towards improving the Patient Experience. Casey has a demonstrated history of providing exceptional Customer Service for our nation’s Veterans at the highest organizational level of experience. Casey currently serves as a Management and Program Analyst for the Tools & Implementation (T&I) Division within the Veteran Experience Office, Customer Experience Directorate.
Bruce, Alphonso	Alphonso Bruce Sr. Program Analyst, Strategic Program Management Office Veterans Benefits Administration		Alphonso Bruce serves as a Sr. Program Analyst for the Strategic Program Management Office (SPMO) within the Veterans Benefits Administration (VBA). The team is responsible for leading VBA in integrating Veteran feedback and human centered design approaches with VBA’s modernization and process improvement efforts. In 2009, Alphonso joined VBA’s Office of Human Resources as an HR specialist. In 2011, he joined the Veteran Employment Services Office (VESO) team, where he led VA’s Uniformed Services Employment and Reemployment Rights Act case management effort as the program manager. Alphonso later served as VESO’s Strategic Retention Initiative Manager which included creating, developing, implementing, and sustaining five Veteran focused VA-wide retention programs: Affinity, Veteran Talks, Mentoring, Onboarding, and a High-performance Career Program. Prior to SPMO, Alphonso was a member of VBA’s Office of Administrative Review’s (OAR) Continuous Process Improvement team. He assisted with the continued operation and improvement of the AMA VSignals program and implemented successful measures that focused on continuous process improvement. Alphonso also designed two OAR initiatives (OAR VOICES and Free Text Enhancement) to engage internal and external stakeholders to obtain their insight to develop process improvements, best practices, standardization, and identify/recognize examples of extraordinary customer service.
Camera, Brianna	Brianna Camera, MPA, CPXP Patient Experience Officer, VA New England Healthcare System (VISN 1)		Brianna Camera joined the VA New England Healthcare System (VISN 1) in October 2015 through the Presidential Management Fellowship. During her fellowship she served as a Health System Specialist to the VISN 1 Deputy Network Director. She was appointed as the Patient Experience Officer for VISN 1 in October 2017 at the completion of her fellowship. Prior to joining VA, Brianna had over five years of private sector healthcare experience working for Northwell Health as a Clerical Associate, Patient Care Assistant, Patient Advocate and Patient Health Coach. She also completed the Health Research Training Program with the NYC Department of Health and Mental Hygiene in January 2012. She is a Certified Patient Experience Professional (CPXP) and has completed the Beryl Institute Certificate in Patient Experience Leadership. Brianna is also a Certified Lean Six Sigma Green Belt, with plans to pursue Black Belt certification. Brianna holds a master’s degree in Public Administration geared toward Healthcare Administration, from Long Island University. She holds a bachelor’s degree in Public Health and Psychology from Rutgers University.
Caylor, Marissa	Marissa Caylor Veterans Law Judge Board of Veterans Appeals		Ms. Caylor was appointed by the Secretary of VA, and approved by the President of the United States, as a Veterans Law Judge in July 2022. As a Veterans Law Judge, she conducts hearings with Veterans and their representatives and timely decides Veterans’ appeals on behalf of the Secretary in VA benefits cases. Prior to her appointment as a Veterans Law Judge, Ms. Caylor served as Associate Counsel, Special Counsel, Counsel, and Supervisory Senior Counsel at the Board of Veterans’ Appeals. Following her graduation from law school, she worked in legal aid and served as a Special Assistant United States Attorney. She is a 2022 graduate of the Federal Executive Institute, a 2018 graduate of Leadership VA, and a recipient of the Secretary’s Honor Award for I CARE.
Chapin, Jennifer	Jennifer Chapin MSN, RN PX Coach, Tools and Implementation Directorate Veterans Experience Office		Jennifer Chapin is a PX Coach for the Patient Experience Implementation branch, in the Tools & Implementation directorate of the Veterans Experience Office. Jen joined the PX team in 2020 and prior to that, spent 14 years at the Iowa City VA Healthcare System. She has a background in acute care nursing, case management, utilization management, and quality improvement. Jen is a Prosci Certified Change Practitioner, is Black Belt trained, and holds a Master’s of Science in Nursing. She lives in Eastern Iowa with her husband and two children.
Cox, Gerald	Gerard Cox, M. D., MHA Assistant Under Secretary for Health for Quality and Patient Safety, Department of Veterans Affairs		Gerard Cox, MD, MHA, was appointed Deputy Under Secretary of Health for the Office for Organizational Excellence, effective October 14, 2018. Since joining the VA in 2014, Dr. Cox has served as Assistant Deputy Under Secretary for Health for Policy and Services, Interim Medical Inspector, and Assistant Deputy Under Secretary for Health for Integrity. He was the Acting Deputy Under Secretary of Health for the Office for Organizational Excellence from October 2017 to October 2018. During his previous military career spanning more than 30 years as a U.S. Navy medical officer, he served in a series of hospital leadership roles with increasingly complex management responsibilities including service chief, service line leader, chief operating officer, and chief executive officer. He also held executive staff positions with the Navy Surgeon General, the Commandant of the Marine Corps, the Commander of U.S. Navy forces in the Middle East, and the Naval Inspector General. In addition, Dr. Cox served as a White House physician for Presidents William J. Clinton and George W. Bush. Dr. Cox graduated from Dartmouth College in 1979 and the University of Massachusetts Medical School in 1983 before completing a medical internship at the National Naval Medical Center and the combined residency program in emergency medicine at Georgetown University, George Washington University, and the University of Maryland. He later earned a Master of Health Administration degree from the Tulane University School of Public Health and Tropical Medicine in 1997. He is board-certified in emergency medicine, occupational medicine, and health care administration and is a Fellow of the American College of Emergency Physicians, the American College of Preventive Medicine, and the American College of Healthcare Executives.

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Cutright-Siegrist, Karen	Karen Cutright Siegrist Management Analyst Veterans Experience Office		Karen Cutright is a Senior Designer within the Enterprise Measurement and Design directorate of VEO. She has led design projects on VA Pathways to Healthcare, Wayfinding, EMDR modernization efforts, LGBTQ+ dedicated projects, Caregiver Support Program projects and most recently DE&I insight work. Prior to coming to EMD, she was a patient experience coach within the PX directorate of VEO. Among her projects with PX was serving as the “HCD subject matter expert” in PX, as week as working on projects focused on incorporating the Veteran/customer voice into the project. Karen also completed a detail in West Texas serving at the Interim Associate Director at the Big Spring VA Medical Center while in PX. Her professional experience has also included work for the Veteran Benefits Experience Division (BX) and serving as a Field Consultant with the Midwest District. Before coming to VEO, Karen was with the Cincinnati VAMC for 15 years. She served as New Veterans Services Director, the OEF/OIF Program Manager, Acting Patient Business Service Chief and Senior Outpatient Social Worker in Mental Health Care Line. Karen completed Human Centered Design training in 2016and has participated and completed many HCD projects and HCD trainings. In 2018, Karen completed the VA’s Health Care Leadership Development Training (HCLDP) program. She has also been active in the Cincinnati community, serving on several local community boards including the Tristate Veterans Community Alliance and is an adjunct professor at the University of Cincinnati. Karen obtained her bachelor’s degree from Anderson University in Anderson, IN and her master’s degree in Social Work from the University of Cincinnati.
Doran, Ann	Ann E. Doran, MHSM, MPA, CPHQ, CPHRM, Executive Director, VHA Office of Patient Advocacy Department of Veterans Affairs		Ann E. Doran, MHSM, MPA, CPHQ, CPHRM is the Executive Director, Office of Patient Advocacy, Veterans Health Administration. She is responsible for overseeing and driving critical strategies toward VHA’s cultural transformation, improving the Veterans’ experience and delivering an exceptional advocacy program. Prior to this appointment, Ms. Doran was the Vice President of Quality Management for Auburn Community Hospital in Auburn, N.Y. In this position, Ms. Doran provided direct oversight for all quality, patient safety, risk management, patient advocacy, infection control, social work and case management programs. Ms. Doran held positions as System Director of Risk Management & Patient Safety for Bassett Healthcare, and was Director of Quality & Risk Management for Holly Hill Psychiatric Hospital in Raleigh NC, giving her over 23 years of experience in healthcare quality, risk management and patient advocacy. Ms. Doran is a retired Chief Petty Officer, Hospital Corpsman, USN (AW, FMF). She was stationed in San Diego, CA. Camp Pendleton, CA, Bethesda, MD, USNS (T-AH 20) COMFORT, Diego Garcia, Camp LeJeune, NC, and Cherry Point, NC. She is a Persian Gulf War Veteran. She is a certified professional in Healthcare Quality and Healthcare Risk Management as well as certified in Healthcare Administration by Cornell University. She is a member of the National Association of Healthcare Quality, American Society of Healthcare Risk Management, and American College of Healthcare Executives.
Flaherty Oxler, Karen	Karen Flaherty-Oxler, MSN, RN Medical Center Director		Karen Flaherty-Oxler, MSN, RN, is a retired Rear Admiral of the United States Navy, having served for 38 years. She served as the senior vice president, chief nurse, and patient experience executive of the Atlantic Health System in Morristown, New Jersey, from 2016 through 2018. Prior to taking on that role, she spent several years in various progressive positions at the Lancaster General Health System in Lancaster, Pennsylvania. Ms. Flaherty-Oxler spent more than two years as the Deputy Surgeon General and Deputy Chief for the Bureau of Medicine and Surgery for the United States Navy. She served as the 22nd Director of the Navy Nurse Corps and proudly calls herself a Navy Nurse. Prior to that role she also served as the Associate Director for Patient Care and Nursing Services at the Philadelphia VAMC from 2001-2007. She received a master’s degree in nursing administration and a certificate of administration from the University of Pennsylvania. Ms. Flaherty-Oxler’s versatile and proven leadership experience with complex health care situations provides a fresh and dynamic perspective for our VHA facilities in the Philadelphia area. She resides in Moorestown, NJ with her husband, Steven J. Oxler, CAPT, MC, USN (Ret). Ms. Flaherty-Oxler began her appointment June 9, 2019.
Gabris, Steve	Steve Gabris Branch Chief for Implementation Tools & Implementation Directorate, Veterans Experience Office		Steve Gabris is a Branch Chief of the Customer Experience Tools and Implementation Directorate, for the Veterans Experience Office (VEO). He is currently the Branch Chief for Implementation. Steve joined VEO in October 2016, initially serving as a Field Consultant within the Continental District. He has been with the VA since June 2000 and currently resides in Roanoke, Virginia. Steve began his VA career as a Veterans Service Representative at the VA Regional Office in Roanoke in June 2000. In June of 2010, he was selected as the Staff Assistant for the VA Regional Office in Huntington, WV in June 2010. He also worked as the Public Affairs Officer for the Regional Office. During May and June of 2011, he served in the capacity of Acting Director at the Manchester and White River Junction Regional Offices. Mr. Steve Gabris became the Veterans Service Center Manager for the Jackson Regional Office in Jackson, MS in April 2012. Mr. Gabris completed the Assistant Director Development Program in November 2015. Mr. Gabris was born and raised in Roanoke, Virginia (where he currently resides) and served in the Air Force from 1991-1995. He is married (Heather) with two children Zandrya (22) and Dane (19).
Geleta, Jim	James E. Geleta Director, Policy and Planning Service, National Cemetery Administration		Mr. Geleta directs the Policy and Planning Service for the National Cemetery Administration, with responsibility for organizational strategic planning, customer experience assessment design and evaluation, and organizational continuous improvement activities. Additionally, he manages the coordination between the Department of Veterans Affairs Strategic Plan and corresponding documents and activities within the Administration. Joining NCA in 2014, his responsibilities include administration of the annual NCA Customer Satisfaction Survey to collect data from families who have interred a loved one in a national or grant funded state or tribal cemetery or who have worked with the Memorial Products Service to obtain headstones, markers or other products for identifying the interment site of Veterans interred in other cemeteries. Additional responsibilities include the annual assessment of cemeteries for recognition of excellence in customer service, assessment of customer satisfaction data to propose additional cemetery locations to address identified concerns expressed by families, and making recommendations on cemetery expansion, replacement or closure based on the analysis of individual cemetery performance data. He is a Veteran of the U.S. Army, with periods of service in all three components - U.S. Army, U.S. Army Reserve, and the Army National Guard of the State of Maryland. During periods of duty, he did everything from leading a rifle platoon in the Republic of Korea to serving as the Chief of the joint U.S. Military Liaison Team in the Republic of Estonia, and functioning as the Military Liaison to the Maryland Governor's Office of Homeland Security as that office was being established after the attacks of September 11, 2001. He holds a Masters Degree in Business Administration from the University of Baltimore, and has completed all coursework for a Doctorate in Public Administration. His is certified as a Project Management Professional by the Project Management Institute.
Glashow, Mackenzie	Makenzie Glashow, MSN, RN MEDSURG-BC, CNL		Mackenzie Glashow, MSN, RN, MEDSURG-BC, CNL joined the VA Providence Healthcare System (VAPHS) in August 2017 after earning her Masters of Science in Nursing Degree from the University of New Hampshire. Ms. Glashow also holds a Bachelors of Science (BS) Degree in Biology from New England College. Ms. Glashow completed the Post Baccalaureate Nurse Residency Program in August 2018 before transitioning into the role of a bedside nurse on a medical/surgical/telemetry unit. In August 2019, Ms. Glashow became the Clinical Nurse Leader on that unit where she was able to use her bedside experience to identify opportunities for improvement and implement change. After further developing the Clinical Nurse Leader role at the Medical Center, in 2021, she was able to expand her focus to all medical/surgical units. In her current role, Ms. Glashow seeks out opportunities to optimize patient care and educate nursing staff to ensure best practices are brought to the bedside. She has played an integral part in updating the nursing policies and procedures and helps validate that these nursing documents reflect current, evidence-based practice. Ms. Glashow is also the inpatient champion for the Patient Experience Workgroup where she has led several initiatives, including implementation of communication boards in the inpatient rooms, promoting hourly rounding at the bedside, and launching activity kits across several inpatient and outpatient units. Ms. Glashow also serves as a VHA High Reliability Organization (HRO) trainer, the facility champion for the Hospital-Acquired Pneumonia Prevention by Engaging Nurses (HAPPEN) initiative, and is a member of several committees throughout the Medical Center. Ms. Glashow recently received an iCARE Award for her work focusing on the Inpatient Patient Experience. She was honored as the Excellence in Nursing Award Representative in the Expanded Role category for the VA Providence Healthcare System in 2021 and received a Patient Safety Great Catch Award in 2020. Ms. Glashow continues to work closely with frontline staff, nurse managers, and executive leadership with the primary focus of optimizing outcomes for patients and staff.

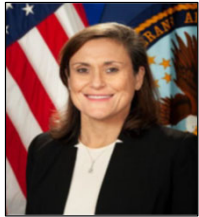
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Hayes, Michelle	Michelle Hayes (NOLA) Supervisor, Management Analyst Veterans Experience Office		Michelle Hayes has been with the VA since 2011. She has worked for the Veteran Experience Office as both Field Consultant and Patient Experience Coach since January 2017. She originally joined the VA as a Regional Employment Coordinator for the Veterans Employment Services Office after spending several years in Recruiting and Employee Relations for the casino industry in New Orleans, LA. Michelle served in the U.S. Army where she was an Ordnance (Maintenance) Officer for eight years, and she is a veteran of Operation Desert Storm. She holds a Master of Science in Human Resources Management from Troy University and is a Certified Patient Experience Professional (CPXP) as well as a certified VA mediator
Hoffman, Justin	Justin Hoffman Management Analyst CX Tools and Implementation Veterans Experience Office		Justin Hoffman is currently serving as a Management Analyst with the VEO Tools and Implementation team. He is the Project Lead for the VA Welcome Kit, which has received national acclaim. He has recently completed Leadership VA, the Department’s premier enterprise-wide leadership development training program where he took on year-long role as a project team leader. In March 2016, he was appointed to serve as the Senior Field Consultant in Georgia for the Southeastern District office for VEO. Justin previously served as a Strategic Planner for the Veterans Health Administration in VISN 7, where he was responsible for managing and integrating all strategic and facility planning activities, including health care planning and capital assets support. He originally joined the VISN 7 office as the Chief of Education, where he was primarily focused on developing VISN-wide education initiatives and the VISN survey readiness program. Justin also served as a supervisor in the Health Eligibility Center’s (HEC) Enrollment and Eligibility Division, and for the HEC National Training Team. In April 2013, he was detailed to VHACO as the project lead for the VISN Realignment and Composition workgroup. Justin holds a Master of Arts degree from Duquesne University and a Bachelor of Arts degree from West Virginia University. He is currently a History Ph.D. candidate at Liberty University. Before joining VA, Justin served on active duty in the United States Army as an Infantry Captain with the 2nd Brigade, 4th Infantry Division out of Fort Carson, Colorado. He also deployed with the unit in August 2008 and earned a Purple Heart while serving in Al Diwaniyah and Basra, Iraq. Prior to that, he was enlisted as a paratrooper in the 2nd Brigade, 82nd Airborne Division out of Fort Bragg, North Carolina. He currently resides in the Atlanta area, and is originally from Pittsburgh. Justin is active with his church, and in his spare time he enjoys spending time with his wife and twin boys, going to the mountains, golfing, traveling, and cheering on Pittsburgh and West Virginia sports teams.
Ihnen Carlson, Barbara	Barbara A. Ihnen-Carlson, MSN, RN-BC, CPHQ Nurse Quality Generalist Nebraska Western Iowa Health Care System		Barbara Ihnen-Carlson, MSN, RN-BC, CPHQ, is a Nurse Quality Generalist at NWHCS. Barbara enjoys long motorcycle rides, any setting overlooking a body of water, and most recently she is learning to wakeboard and surf. Barbara is praised by leadership for being tenacious and passionate to develop and spread evidence-based strategies to improve medical excellence and compassionate care for the Veterans we serve.
Isaacks, David	David B. Isaacks, FACHE, Chief Executive Officer North Florida/South Georgia Veterans Health System		David Isaacks, serves as the CEO of the North Florida / South Georgia Veterans Health System. The NF/SG VHS is a 706-bed affiliated medical, surgical, psychiatric, and research health system. David previously served as CEO of the Kansas City VA Hospital in Kansas City, MO and prior to that as CEO of the Harry S. Truman Memorial Veterans’ Hospital in Columbia, Missouri. David was instrumental in the modernization of these center’s facilities and leading his teams in the adoption of high reliability practices. Mr. Isaacks joined the VA in 2006 and has served in several other leadership roles including deputy network director for both the VA Sunshine Healthcare Network in St. Petersburg, Fla., and the VA Heartland Network in Kansas City, Mo. He also served as director of the VA Central Plains Consolidated Patient Account Center in Leavenworth, Kan. David is a Fellow of the American College of Healthcare Executives, an Excellence in Government Senior Fellow, 2021 Ninth Annual Secretary’s Diversity & Inclusion Excellence Award, 2021 ACHE VA Regents Senior Healthcare Award, a graduate of the Walter and Leonore Annenberg Leadership Institute - Class of 2008, the 19th Annual Prince Williams Regional Chamber of Commerce Valor Award winner from 2005, a 2003 U.S. Marine Corps Institute Graduate, and a certified LEAN Black Belt. David is a subject matter expert in the adoption of high reliability, operationalizing high reliability, building a culture of Trust and has published on original concepts such as Reliability Divide, Multi-directional HRO adoption, and Activity Based High Reliability. Additionally, Isaacks is a proud veteran of the United States Marine Corps.
Jennings, Tiffany	Tiffany Jennings Management Analyst Veterans Experience Office		Tiffany C. Jennings, MPH, FACHE accepted her current position with the Department of Veterans Affairs (VA), Veterans Experience Office (VEO) December 2020 and focuses her efforts on patient experience field implementation, consultation, and education at all 171 medical centers and 1,112 outpatient clinics for over 9 million Veterans. Tiffany is a six-year Operation Iraqi Freedom Air Force Veteran (2003 – 2009) who joined the VA as a Fellow in 2014 after earning her Master of Public Health at the University of Minnesota in 2013. Prior to joining VEO, Tiffany was the Innovation Manager with the Southern Arizona VA in Tucson, AZ. Tiffany is a Certified Mentor (VA-CM), Certified Master Transformational Coach (CMTC), a Certified Senior Program and Project Management specialist (FAC-PPM III), an American College of Healthcare Executives Fellow (FACHE), a Forrester Certified Customer Experience (CX) expert, and a Prosci Change Management Practitioner. Tiffany currently resides in Tucson, AZ with her pups Poppy and Bunny. Tiffany is currently a Doctoral student at The University of Southern California in Organizational Change and Leadership.
Jensen, Lori	Lori Jensen, MSW, LISCW, Chief Experience Officer and manager for the Patient Advocate Program at Nebraska Western Iowa Heath Care System (NWHCS)		Lori Jensen, MSW, LISCW, Chief Experience Officer and manager for the Patient Advocate Program at Nebraska Western Iowa Heath Care System (NWHCS). Lori says cooking is her love language, she enjoys camping, and most of all LOVES spending time with her five grandchildren. Lori is praised by leadership for being tenacious and passionate to develop and spread evidence-based strategies to improve medical excellence and compassionate care for the Veterans we serve.

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Johnson, Dawn	Dawn R. Johnson Senior Program Analyst Strategic Program Management Office (SPMO) Veterans Benefit Administration		Dawn Johnson serves as a Senior Program Analyst for the Strategic Program Management Office (SPMO) within the Veterans Benefits Administration (VBA). The team is responsible for leading VBA in integrating Veteran feedback and human centered design approaches with VBA's modernization and process improvement efforts. Dawn is responsible for the quarterly and annual reporting to the Office of Management and Budget concerning the customer experience initiatives mandated by the President's Management Agenda. Prior to SPMO, Dawn worked as an Employee Engagement Program Analyst. Her responsibilities included team building, employee entrance, exit and transfer survey management and organizational support for the annual All Employee Survey (AES). During the AES administration, she provided support, training, and guidance on implementing strategic communication changes that help offices throughout VBA achieve higher than expected participation and employee satisfaction rates. She also served as the moderator for Diversity and Inclusion Special Emphasis Programs that help build awareness and understanding in the VBA workforce. She reviewed Executive Orders, law changes and technical assistance write-ups on diversity and inclusion law and provided Executive Summaries, Notes to Reviewers, etc. for leadership to guide implementation. Dawn joined VBACO in 2017 with the Office of Administration and Facilities (later named Office of Mission Support) as a Forms Manager. She managed the VBA inventory of over 1000 forms and was part of the conversion to Optical Character Recognition for Disability Benefits Questionnaires, VA forms for compensation and education benefits. She also worked as the Fleet Manager responsible for an inventory of approximately 1000 vehicles valued at \$9M and provided training to over 100 field level fleet managers at the 56 regional offices. Her efforts in the role ensured VBA continued to meet energy mandates set by Congress. Dawn reviewed every vehicle request and ensured low-emission greenhouse gas vehicles are the main resource selected. She also provided VBA status of fleet reported to Congress annually. Dawn joined the Department of Veterans Affairs in June 2009 and served the Montgomery Regional Office in Alabama as a Veterans Service Representative, Homeless Veteran Coordinator, Seriously Injured Veteran Coordinator, Rating Specialist, Change Management Agent and finally Public Affairs Officer. Dawn also served the VA as the Overseas Military Service Coordinator responsible for educating Servicemembers in Okinawa, Japan on their benefit entitlements and assisting them with career transition, benefit application and healthcare. During her career she has worked to improve communications and address employee needs through roles working as a VBA Central Office liaison, systems tester and project manager for national initiatives including paperless processing, Veterans Benefits Management System, and the National Work Queue. Dawn served in the United States Air Force for 8 ½ years before being medically retired following her deployment to Kuwait in the rank of Staff Sergeant (E5). She has deployed to multiple countries including, Kyrgyzstan, United Arab Emirates, Qatar, Kuwait, and Diego Garcia. She served as an Air Traffic Controller and finished her career as the Non-Commissioned Officer in Charge of Database Management and Data Analysis at Fairchild AFB, WA. She managed a team that performed trend analysis on aircraft maintenance data to predict breaks and schedule maintenance before grounding incidents occurred. Dawn is a Change Agent focused on solution seeking opportunities that come from employees, positively impact work, and streamline processes. She is team oriented, process improvement focused and mission dedicated. She completed her Master of Legal Studies at Washington University in St. Louis, and she is a certified Legal Researcher. She also holds a Bachelor of Fine Arts (Web Development and Illustration). Dawn also has a certification in Change Management from Prosci, SharePoint and HTML. She completed the USAF Non-Commissioned Officer Professional Military Education and received the John L. Levitow Award for outstanding leadership and academics. Dawn is a graduate of Leadership Enhancement and Development (LEAD 2013) and the virtual Aspiring Leaders Program (vALP 2017). Her military awards include Airman of The Year, Analyst of the Year (2x), the Air Force Achievement Medal (2x), Meritorious Unit Award, Air Force Outstanding Unit Award (3x), and Air Force Expeditionary Service Medal. Her VA awards include Gears of Government (2x). Dawn is very close with her family and resides in Aubrey, TX. Prior to COVID, she traveled with her mom and sister to various points around the globe including, Egypt, Greece, Jamaica, Dominican Republic, and Curacao. She is excited to join SPMO and feels privileged to serve as productive team member.
Johnson, Harvey	Harvey W. Johnson Deputy Assistant Secretary Office of Resolution Management, Diversity and Inclusion		Mr. Harvey Johnson serves as the Deputy Assistant Secretary for Resolution Management, Diversity and Inclusion at the Department of Veterans Affairs. He serves as the principal advisor to the Secretary of Veterans Affairs and Assistant Secretary for Human Resources and Administration / Operations, Security and Preparedness for the Veterans Affairs. He provides executive leadership to the Office of Resolution Management, Diversity and Inclusion, the associated field offices and employees. In this capacity, he is responsible for formulating and implementing departmentwide policies and procedures to ensure the integrity, effectiveness, and impartiality of the complaint processing procedures within the Department of Veterans Affairs. Mr. Johnson is a seasoned executive leader in promoting race and gender equity, resolving conflict, building diverse and inclusive organizations, driving large scale organizational change, strategic planning and business transformation. Mr. Johnson joined the VA in November 2015. Previously he served as Director, Defense Travel Management Office where he led revolutionary transformation in travel policy, programs, contracts, and station and housing allowances for the Department of Defense (DoD). A native of Philadelphia PA, Mr. Johnson's career encompasses 33 years of service with the United States Army in the Infantry and Adjutant General Corps and as an executive with the Department of Defense and Department of Veterans Affairs.
Keough, Rebecca	Rebecca C. Keough Chief, Enterprise Contact Center Operations Veterans Experience Office		Rebecca C. Keough has been serving Veterans, their family members and beneficiaries as the Veterans Experience Office's Enterprise Contact Center Operations (ECCO) Division Chief since 2017. ECCO includes the White House VA Hotline, VA's Tier 1 Contact Center and contact center business intelligence at the enterprise level. Her previous positions include the Acting Chief of the VEO's Enterprise Performance Improvement Division (2022), VEO's Relationship Manager for New York and New Jersey (2016 – 2017), the Eastern Colorado Health Care System Assistant Director (2010 - 2016), Montana VA Medical Center Acting Associate Director, (2015 -2016), and the Syracuse VA Medical Center's Acting Associate Director, Business Office Manager, Veteran Service Center Manager and Human Resource Specialist (2001 – 2010). Prior to joining the VA, Ms. Keough proudly served her country for fourteen years as a Logistics Manager and an Intelligence Analyst in the US Army, and the NY Army National Guard. Ms. Keough's passionate pursuit of improvements in the VA is a personal mission grounded in continual service to her country, fellow Veterans, and community. Her efforts include establishing the VA's first call center dedicated to initiating empathetic service recovery for VA failures regardless of where they originated in the organization; establishment of a medical center business office; development of a Joint Venture with the Department of Defense for ambulatory surgery at the Air Force Academy; oversight of the design and planning of two new healthcare clinics; and establishment of multiple employee leadership development, and mentor programs. Ms. Keough earned her Bachelor of Arts from the State University of New York College at Oswego, and her Masters of Public Administration from the Maxwell School of Citizenship and Public Affairs, at Syracuse University. She graduated from the Office of Personnel Management's Federal Executive Institute in 2018, the Veterans Health Administration (VHA) Executive Career Field Candidate Development Program in 2009 and the VHA Northeast Healthcare Leadership Institute in 2004. Ms. Keough has been a VHA certified mentor since 2008, a Customer Experience (CX) practitioner since 2020, and a certified change management professional since 2021. Ms. Keough is a charter member of the Women in Military Service for America Memorial in Washington, DC and active in a variety of local volunteer groups that focus on improving the lives of people in her community.
LaPaglia, James	James LaPaglia, APR Chief, Digital Services National Cemetery Administration		Since 2019 James LaPaglia has led NCA's Digital Services and is the Program Officer for the award winning Veterans Legacy Memorial, the nation's first digital platform dedicated to more than 4.4 million Veterans interred in VA national cemeteries and VA grant funded cemeteries. A combat Veteran and retired Air Force public affairs officer who is accredited by the Public Relations Society of America, James has more than 30 years of military, consulting, and government strategic communications experience at a variety of field and headquarters organizations in worldwide locations.
Lodde, Trisha	Trisha M Lodde Patient Experience (PX) Coach VA Patient Experience Office (VEO)		While in high school, Trisha volunteered in several areas of the Audie L. Murphy VA Hospital as part of a student volunteer program. Her journey as an employee began in 1996 as a part time Health Technician in the Ear, Nose, and Throat Clinic at South Texas Veterans Health Care System (STVHCS). She held several positions in Medical Administration Service prior to joining the Office of the Director where she progressively served in numerous roles to include Patient Advocate, Performance Measure Coordinator, Veteran Centered Care Specialist, and the Executive Assistant to the Director. In 2014, Trisha was selected for the role of Assistant Director for Facility Operations and in 2019 she was appointed as the first Assistant Director and Chief Experience Officer at STVHCS. Along the way, she completed a bachelor's degree in Biology and a master's degree in Public Health. Trisha joined the Patient Experience (PX) Consultation team as a PX Coach in November 2021 after 25 years of service at STVHCS. She recently obtained her credential as a Certified Patient Experience Professional signifying her commitment to the profession and the field of patient experience. Trisha and her husband, Brad, call San Antonio, Texas home. They have 2 children, Brody and Tenna, and a labrador, Ginger. They enjoy spending time together with family and friends on the water fishing and at the beach.

Name	Title	Photo	BIO
Lubin, Genn	Genevieve, Lubin, RN RN Simulation Coordinator Orlando VAMC Veterans Health Administration		Genevieve Lubin is a board-certified Nurse Practitioner. She received her Master’s in Nursing from University of Cincinnati, graduating as a Nurse Practitioner. Genn earned a Bachelor of Science degree in Economics. In addition, she is certified Lean Six Sigma Green Belt. As a RN Patient Safety Simulation Coordinator and SLICE Program Director, she works with a variety of clinical staff to bridge the gap from academia and clinical practice. Genn focuses on patient safety and quality improvement measures to promote better performance and positive veteran outcomes. She skilled in facilitating, developing, and implementing simulation-based scenarios to promote critical thinking, teamwork communication, and identify safety concerns. Ms. Lubin report latent patient safety concerns to executive leadership to enhance a culture dedicated to patient safety and quality improvement using simulation. During her transition into simulation, she has led several development and integration of simulation training into clinical courses for nursing and internal medicine. She is an active member in Sigma Theta Tau, International Nursing Association for Clinical Simulation and Learning and Society for Simulation in Health Care.
Lundy, John	John E. Lundy Division Chief Channel Strategies and Engagement, Veterans Experience Office		John began his VA career in 2006. His background is with VBA working in the field with multiple lines of business and VACO staff offices. He came to MCT in 2014 as Chief over the Contact Center Testing & Deployment Branch. His role later expanded in 2017 to Chief over the Contact Center Stabilization Branch where he was the business sponsor for software development and sustainment of all VA National Call Centers applications under VEO’s purview. John was promoted to Division Chief over the newly formed Channel Strategies and Engagement (CSE) Division in 2020. The CSE Division has oversight of all program activities supporting the VEO sponsored Enterprise Contact Center and Digital Modernization efforts. John has passion for serving Veterans. He is a third generation Air Force Veteran and served on active duty for eight years. John attended the University of Arizona and received a Bachelor of Science degree in Public Administration. He holds multiple professional certifications and continues to focus on his professional development.
Malek, Martina	Martina Malek, FACHE Deputy Director Tools and Implementation Directorate, Veterans Experience Office		Martina Malek, FACHE, is the Deputy Director, Patient Experience (PX) in the Veterans Experience Office (VEO). Prior to this role she served as the Chief, PX Implementation & Consultation in VEO. Before joining the VA Central Office team, Ms. Malek was the Associate Director/Chief Experience Officer of the Minneapolis VAHCS and the VISN23 Chief Experience Officer. She has held various roles in VA to include Interim Medical Center Director, St. Cloud VAHCS, Director of the Health Administration Service (HAS) in Minneapolis, Director of the Prosthetic Treatment Center where she started her VA career as a purchasing agent. She is the daughter of a career Army soldier, a lifelong Army brat. She is a Fellow of the American College of Healthcare Executives (ACHE), a graduate of the VA’s Healthcare Leadership Development Program (HCLDP) and Senior Executive Assessment Program (SEAP), as well as a certified VA Mentor. Ms. Malek holds a Master of Nonprofit and Public Administration degree and a Bachelor of Science in Business Administration.
Mason, Cheryl	Cheryl L. Mason Executive Director for Veteran and Military Spouse Talent Engagement Office of the Chief Human Capital Office (OCHCO) HRA/OSP Department of Veterans Affairs		The Honorable Cheryl L. Mason currently serves as the Executive Director for Veterans and Military Spouse Employment Programs and Partnerships for the Department of Veterans Affairs in the office of the OCHCO. In this position, Ms. Mason provides executive-level direction and expertise leading a department-wide program dedicated to building partnerships and promoting employment, development, and retention of Veterans and military spouses in VA to support military readiness, financial stability, food security, and suicide prevention, and support transitioning Veterans. She was recently awarded the Hiring Our Heroes Bonnie Amos Lifetime Achievement Impact Award by the US Chamber of Commerce. Prior to assuming this role, Ms. Mason served for nearly 5 years as the first woman and military spouse Chairman of the Board of Veterans’ Appeals (Board). She was appointed Chairman by the President and confirmed by the Senate in November 2017 and served until August 2022. As Chairman, Ms. Mason led a team of approximately 1200 personnel including Veterans Law Judges, attorneys, and operations and administrative professionals, and executed a budget of \$228 million to meet the Board’s mission of conducting hearings and deciding appeals on benefits and services for Veterans and their families. During her tenure, the Board implemented several technological innovations to include the interactive decision template (IDT), CASEFLOW – a modernized end to end process of tracking claims and appeals through the Department, and Virtual Tele-hearings, which revolutionized the hearing process and improve both customer experience and employee experience by enabling Veterans to have hearings on their cell phones at locations of their choice. She expanded the corps of Veterans Law Judges, recommending and onboarding over 70 new Veterans Law Judges, and expanding the Board’s budget by more than \$50 million. She also championed and implemented the Appeals Modernization Act (AMA) appeals process putting veterans at the center of the appeals process giving them choice, control, and clarity in the appeals process. The Honorable Mason delivered results increasing access and outcomes for veterans and their families by nearly doubling the number of hearings held and decisions issued in less than 4 years and driving the resolution of legacy appeals from over 427,000 to less than 96,000 during her tenure. Ms. Mason was recognized by Disabled American Veterans as the 2021 Outstanding Federal Executive and was a recipient of the FedHealthIT 2020 Leading for Impact: Women in Leadership Award. Throughout her career, the Honorable Mason held several positions at VA and other Federal agencies, including the HQ USAFE. Ms. Mason is the spouse of an Air Force veteran, Lieutenant Colonel, USAF (retired), and is the daughter of a World War II Navy Veteran. She advocates for supporting and changing the culture and increasing awareness surrounding mental health and suicide awareness/prevention. Originally from Portsmouth, Ohio, Ms. Mason received her B.A. with Distinction in Political Science and Psychology from Ohio Northern University and her J.D. from Creighton University School of Law.
McCloskey, Wilfred (Billy)	Wilfred “Billy” McCloskey, PhD Acting Director of Organizational Health Initiatives, Supervisory Psychologist/Sr. Development Consultant, VHA National Center for Organization Development		Dr. Billy McCloskey is a Senior Organization Development Consultant with the VHA National Center for Organization Development (NCOD) and provides organizational consultation services to VA offices nationwide. He completed a 2-year postdoctoral fellowship specializing in Organization Development with NCOD and spend an additional 2 years with the Consulting Services division partnering with Executive Teams across VA to improve individual, team, and organizational effectiveness. He currently serves as the Acting Director of Organizational Health Initiatives (OHI) and the Supervisory Psychologist for the OHI Support & Intervention Team. This diverse and incredibly talented team of Organization Development professionals provides enterprise-wide services anchored in All Employee Survey (AES) data and research-informed best practices to drive employee engagement. Billy also serves on numerous National committees aimed at promoting employee engagement and serves as a Leadership Coach helping leaders across VA maximize their leadership effectiveness and meet their personal and professional objectives. Before devoting his energy to driving engagement and organization development within VA, Billy earned his Ph.D. in Clinical Psychology from Eastern Michigan University and completed clinical rotations at the Ann Arbor VA Medical Center and the University of Michigan Department of Psychiatry. His pre-doctoral internship at the John D. Dingell VA Medical Center in Detroit, MI focused on working with clients diagnosed with posttraumatic stress disorder and substance use disorders. In addition to his work with NCOD, Billy serves as the Chair for the Michigan Psychological Association’s Early Career Psychologists Committee helping to build a community of psychologists entering the profession. He lives with his wife and 2 cats in Michigan and enjoys running (sorta), playing golf, and enjoying Michigan’s lakes along with their delicious craft beer and distilleries.
McCottry Gill, Airis	Airis Gill, MBA Director, Management, Planning & Analysis, Veterans Experience Office Department of Veterans Affairs		Airis McCottry Gill was appointed as the Executive Director for Employee Experience and Organizational Management in September 2021. Through this role, Ms. Gill is responsible for leading the effort to establish the employee experience capability for the Department of Veterans Affairs (VA) as well as providing human resources, budget, acquisition, and logistics support for the Veterans Experience Office (VEO). In 2020, she spearheaded the creation of the federal government’s first-ever Employee Journey Map. Ms. Gill joined the Department in July 2016 as the Director of Management, Planning and Analysis. Prior to her tenure at VA, Airis served as the Director of Internal Operations and Executive Officer in the General Services Administration (GSA) Public Buildings Service National Capital Region, leading the organizational resources and employee engagement efforts for over 1,100 employees and a personnel, compensation, and benefits budget of \$148M. Under her leadership, the region streamlined the hiring process, created a succession plan, developed and implemented a tuition assistance program and opened multiple communication channels for employees to provide feedback to senior leaders. Before joining federal service in 2010, Ms. Gill served as a management consultant in the federal practice of Unisys Corporation supporting the headquarters and regional offices of GSA. A native Washingtonian, Ms. Gill enjoys spending time on the Chesapeake Bay with her family, playing boardgames with her kids and having fun with baking.

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Moreno, Derek	James Moreno Management Analyst Veterans Experience Office		Derek joined the Patient Experience Directorate as a Patient Experience Coach in November of 2019. Prior to joining Patient Experience, Derek served as the Deputy Chief of Medical Administration Service with the Department of Veterans Affairs at Northern Indiana Health Care System (NIHCS) in Fort Wayne, Indiana. He also held many other roles at NIHCS to include Administrative Officer, Training Coordinator, and Ambulatory Care Supervisor in Primary Care and Specialty Care. Derek is a Certified Mentor and a graduate of the VISN 10 Leadership Development Institute. Derek is a United States Marine Corps Veteran having served on active duty from 1996 to 2000. During his time with the Marines, he participated in Operation Strong Resolve in 1998. His duty assignments included 3rd Marine Division at Camp Fuji on mainland Japan and Marine Wing Support Squadron 271 in Cherry Point, North Carolina. He also served in Norway. When not serving Veterans, Derek meditates daily to find calm, peace, and balance.
Meyer, Nic	Nicholas "Nic" Meyer Patient Experience (PX) Coach Patient Experience (VA PX) Veterans Experience Office (VEO)		Nic is a Patient Experience Coach for the VA Secretary's Patient Experience initiative. He works in the Veteran Experience Office's Tools and Implementation Division and has been with the VEO and the VA since December 2016. He works out of Elizabeth Colorado. Nic is retired with over 21 years of honorable active-duty service in the United States Army with 15 years of leadership positions in the Special Operations community. He is a proven leader, and he excels at uniting individual and organizations, using his experiences and background in the Special Operations Intelligence community to build meaningful relationships, which empower individuals and organizations to develop solid and cohesive structures around which success can flourish. He is skilled at developing and implementing changes key to meeting complex challenges and leading organizations to improve both mission and organizational effectiveness. His unquestioned integrity, as well as his highly congenial individual style; inspires trust, confidence and respect in others. He is a highly resourceful and motivated problem solver and an innovative thinker, who is passionate about accountability, both personally and in others; because with accountability comes responsibility and through both, change is inevitable. His motto for life is Be Good and Do Good!
Morton, Barbara	Barbara C. Morton, J.D. Deputy Chief Veterans Experience Office		Barbara C. Morton assumed her current duties in July 2016 when she joined the Veterans Experience Office (VEO) as Deputy Chief Veterans Experience Officer. In this role Barbara is responsible for building a lasting customer experience capability at VA and sharing best practices across sister Federal Agencies. She was recently an Agency recipient for the Gears of Government Award (2019) and the Service to the Citizen Award (2019) for her role in transforming VA's capabilities to provide Veterans with an excellent customer experience. Barbara joined the Department of Veterans Affairs in 2006 as a Staff Attorney at the Board of Veterans' Appeals (Board). She served the Board in a variety of other capacities, to include Special Counsel to the Appellate Group, Special Assistant to the Vice Chairman, Executive Assistant to the Chairman, and Executive Director for the Office of Management, Planning & Analysis. While at the Board, Barbara stood up and led the Board's Appeals Modernization OIT efforts, which included securing industry technologists from United States Digital Service to develop and launch new appeals platforms. A native of Rockport, Massachusetts, Barbara attended Skidmore College in Saratoga Springs, NY, earning a degree in psychology and philosophy. After receiving her J.D. from Suffolk University Law School, Barbara completed two clerkships in the New England area and thereafter pursued an LL.M. in constitutional law at Georgetown Law. She has published a variety of law review articles, including two pieces relating to posttraumatic stress disorder. Barbara dabbles in the arts, to include painting, photography, ceramics, and stained glass, and she loves following professional tennis and basketball. She also enjoys volunteering for various Veteran-centered causes, to include events at Arlington National Cemetery and the annual Toys-for-Tots campaign.
Naftali, Eitan	Eitan Naftali Director of Employee Experience Veterans Experience Office		Eitan Naftali recently joined the Veterans Experience Office, Employee Experience and Organizational Management Directorate as the Director of Employee Experience. Eitan has over 18 years of experience working in both the private and public sectors, last serving as Director for the Office of Mission Support in the General Services Administration Public Buildings Service National Capital Region. In this capacity Eitan was responsible for strategic planning of human capital resources for an organization of over 1,000 employees to align with business goals of the organization, ensuring the voice of the employee was understood to design region-wide engagement efforts, and led the identification of areas of program recovery and performance improvement for a portfolio of assets exceeding \$6 billion. Before entering public service, Eitan was a Senior Manager in the private sector where he worked closely with federal clients to stand up regional and nationwide programs. Eitan was raised in Wilmette, Illinois. He holds a Bachelor of Science Degree in Accounting & International Marketing from American University's Kogod School of Business, and a Master's in Business Administration from the University of Maryland's Smith School of Business.
Pasakarnis, Thomas	Thomas Pasakarnis, JD Strategic Planner, Tools and Implementation Directorate Veterans Experience Office		Mr. Thomas Pasakarnis assumed his present position as a PX Analyst and Strategic Planner with the Veterans Experience Office (VEO) Tools and Implementation Directorate (formerly the Patient Experience Directorate) in April 2019 after performing as program analyst for the Enterprise Operations Group in the VEO. In his present assignment, he is responsible for coordinating and synchronizing all activities within his directorate's portfolio which includes the defining, designing, and deploying a consistent patient experience program. He directs all planning efforts including developing his Veterans Health Administration's 5-year Patient Experience Enterprise-Wide plan. He is equally responsible for developing strategic partnerships with the Veterans Health Administration (VHA) and aligning the directorate's efforts with any relevant VHA initiatives. He is also responsible for any Office of Management and Budget (OMB) customer experience requirements for VHA including all A-11 Section 280 requirements. He also helped design WECARE service behaviors for all VA employees. Previously, he worked as a program analyst for two years acting as a project manager on several enterprise initiatives including a standardized two-week training for Medical Support Assistants and Hire Right Hire Fast, a streamlined process for hiring Medical Support Assistants. Furthermore, he helped design and test Own the Moment, an enterprise customer experience training that is currently being deployed across the VA. Furthermore, he was also an alternate designated federal officer for the VA New Hampshire Vision 2025 Subcommittee of the Special Medical Advisory Group and the project coordinator for the VHA's VISN Realignment Workgroup. Before working with the VEO, he worked as a health system specialist for the Deputy Under Secretary of Health of Operations and Management and VA New England Health Care System (VISN 1). Further, he also worked as a legislative attorney with the White House Office of Management and Budget. He began working at VA as a Presidential Management Fellow in July 2013. He served on the Baldrige Board of Examiners for the past five years and as a Baldrige Coach and Team Lead with the Partners for Performance Excellence in New York and Massachusetts for the past three years. He currently is an attorney at law, licensed in the state of North Carolina. He is also a certified mentor with the Veterans Health Administration. His education includes a Juris Doctor from Wake Forest University School of Law. At Boston University, he was a Cardinal Medeiros Scholar and received a Bachelor of Arts with concentration in Economics.
Pezzullo, Heather	Heather L. Pezzullo, MSW, LICSW Chief Patient Experience Officer VA Providence Healthcare System		Heather Pezzullo, MSW, LICSW joined the VA Providence Healthcare System (VAPHS) in August 2010 after completing a second-year internship with the healthcare system while completing her Master of Social Work (MSW) Degree with Rhode Island College. Heather also holds a Bachelor of Social Work (BSW) Degree and is an Independently Licensed Clinical Social Worker (LICSW). Heather worked as an Inpatient Mental Health Social Worker with the VAPHS until 2016 when she took a job as a Patient Advocate. Through her role as Patient Advocate, she was able to develop and grow the program to then become the Lead Patient Advocate and Patient Experience Officer and completed the Beryl Institute Certificate in Patient Experience Leadership. In 2021, Heather became the chief Patient Experience Officer, overseeing the Patient Advocate Office and the Welcome Desk and is continuing to grow and develop Patient Experience as a Service Line. Heather works closely with frontline staff, Service Chiefs, and Executive Leadership for continuous process improvement efforts for Patient and Employee Experience.

Name	Title	Photo	BIO
Pranger, Jennifer	Jennifer S. Pranger Patient Experience (PX) Coach PX Implementation and Consultation Division, Department of Veterans Affairs		Jenny began working for the Veterans Health Administration in 1993 as a temporary employee and very quickly learned that she was extremely passionate about the mission of the VHA. She successfully obtained a permanent position after working diligently for 19 months and has now been employed with the VA for over 26 years. Jenny has been with the Veterans Experience office for 3 years. In addition, she has eleven years of leadership experience in Management/Supervision within the Medical Administration Services field, two years of experience as a Quality Management Program Analyst/Coordinator, six years of experience in a lead position for Health Information Management and an additional four years of secretarial experience in various program areas. Jenny is a Certified Mediator, Certified Mentor, Certified Systems Redesign Yellow Belt, Trained Systems Redesign Green Belt, VA101 Ambassador, has been trained to conduct Administrative Investigation Boards and is a graduate of the VISN 11 Leadership Development Program. She has four years of college experience in Administrative Office Technology and Paralegal Sciences. Jenny currently resides in Fort Wayne, Indiana with her better half Scott and has two dogs, one Great Dane/Boxer mix named Sophie and one Blue Pit Bull named Chloe. In her free time, Jenny likes to spend time with friends and family, go camping, attend cruise in's, car shows, motorcycle rallies and read. Her greatest accomplishment is working up "in the ranks" throughout her career from a GS-5 temporary employee to a GS-13 Manager. When asked why she works for the VA, she simply stated, "Because there is nothing more important or gratifying than serving those that have served and their families. There is no higher mission than that."
Purdy, Jennifer	Jennifer Purdy, LCSW Executive Director, VA Tools and Implementation Directorate Veteran Experience Office		Jennifer Purdy leads the Veteran Experience Office (VEO) VA Tools and Implementation (T&I) Directorate. She provides strategic direction and goals to ensure an exceptional patient experience for Veterans and oversees the implementation of transformational initiatives and consultation services. Under her leadership, theT&I Directorate has defined, designed and is currently deploying the VA T&I framework and toolkits across VHA. Mrs. Purdy serves as Co-chair for the VHA Patient Experience Committee and is a member of the VHA Employee Engagement Committee and is a member of the Beryl Institute Advisory Board. Mrs. Purdy was honored with the 2019 Service to the Citizen Champion of Change Award.
Quinn, Matthew	Matthew T. Quinn Under Secretary For Memorial Affairs, National Cemetery Administration		The Honorable Matthew T. Quinn was nominated by President Biden, and confirmed by the Senate on June 17, 2021, to serve as the 7th Under Secretary for Memorial Affairs. He leads 155 VA national cemeteries and 119 VA grant funded state and tribal Veteran cemeteries in providing a dignified burial in national shrines for Veterans and eligible family members. His responsibilities include maintaining the cemeteries as national shrines; design and construction activities related to the establishment of new national cemeteries; overseeing memorial programs to honor the service of Veterans, including the provision of headstones, markers, medallions and Presidential Memorial Certificates; and administering federal grants to help states, territories and tribal governments establish Veterans cemeteries. Additional responsibilities include NCA's evolving programs to modernize memorialization of Veterans through its Veterans Legacy Memorial and Veterans Legacy Program initiatives. These programs utilize modern technology and collaboration with educational professionals and students to tell the stories of the nearly 4 million Veterans interred in VA cemeteries. He is a retired Major General having served nearly 37 years in the Army and Army National Guard, culminating in his selection as the 27th Adjutant General for the State of Montana. As commander of the Montana National Guard and Director of the Department of Military Affairs, he was responsible for state disaster and emergency management, homeland security, and Veterans affairs. Between June 2019 and January 2021, he was president of the Adjutants General Association of the United States. Prior to selection as Adjutant General, he was president of ELM Locating and Utility Services, while serving in the Montana National Guard as a traditional (drill status) Guardsman. Quinn served as commander of A Company, 34th Signal Battalion in Operation Desert Storm, 1991 and commander of the 495th Transportation Battalion in Operation Iraqi Freedom, 2003-2004. He is the recipient of numerous military awards, including the Distinguished Service Medal, the Bronze Star (with one bronze oak leaf cluster), and the Meritorious Service Medal (with three bronze oak leaf clusters). Quinn earned a bachelor's degree in electrical engineering from Montana State University, a Master of Business Administration from the University of Montana, and a Master of Strategic Studies from the US Army War College.
Reddy, Kavitha	Kavitha Reddy, MD FACEP ABoIM Associate Director, Employee Whole Health, VHA Office of Patient Centered Care & Cultural Transformation		Kavitha Reddy is currently the Associate Director of Employee Whole Health in the VHA Office of Patient-Centered Care and Cultural Transformation (OPCC & CT). She is an Emergency Medicine and Integrative Medicine physician at VA St. Louis Healthcare System in Missouri and an Assistant Professor in Emergency Medicine at the Washington University School of Medicine. She previously served for 3 years as the Whole Health System Clinical Director for the VA St. Louis Healthcare System and ten years as a National Whole Health Champion for VHA OPCC & CT. She is currently a Member-At-Large on the Board of Directors for the Academic Consortium of Integrative Medicine and Health.
Renfrow, Mike	Michael Renfrow Deputy, Executive Director Tennessee Valley Healthcare System		Mike Renfrow is the Deputy Director for Patient Experience at the Department of Veterans Affairs, Veterans Experience Office. Mike has been with the VA since 2006 and with the Veterans Experience Office since 2016. In his current role, Mike leads the daily operations of the 32 member PX Team, responsible for researching, developing, and implementing PX solutions at the VA. Additionally, Mike oversees VA PX's consultative services and the Patient Experience University. Mike has a Masters in Safety and Security Leadership with a focus in Strategic Security from George Washington University, a Masters in Organizational Leadership from Gonzaga University, and in the Fall of 2020 will begin a Doctoral program in Organizational Leadership at Northeastern University. Mike is based out of Dallas, TX.
Rowley, Matthew	Matthew R. Rowley Patient Experience Officer VA Healthcare VISN 4		Matt Rowley serves as the VISN 4 Patient Experience Officer, where he is responsible for overall coordination of the Patient Experience and Patient Advocacy programs across nine VA Medical Centers. Prior to this role, Mr. Rowley served as the Chief of Employee Engagement for the VA Pittsburgh Healthcare System, where he oversaw the Systems Redesign and Improvement, Employee Wellness, and Innovation programs; as well as various employee engagement-related initiatives. Matt began his VA career in 2010 as a My HealtheVet Coordinator, where he was responsible for the successful implementation of secure messaging at VA Pittsburgh and an over 40% increase in Veterans registered with the site. He then served as the Special Assistant to the Chief of Staff and supervisor of the Credentialing and Privileging Office, and later served five years as VA Pittsburgh's Veteran Experience Coordinator, where he developed both inpatient and outpatient-based, Veteran centric initiatives aimed at improving Veteran satisfaction and trust in VA. Prior to his VA career, Matt served as an Intelligence Analyst in the US Air Force, including a deployment to Iraq as a member of a joint special operations task force. Matt holds a bachelor's degree in Intelligence Studies and a Master's Degree in Strategic Leadership.

Name	Title	Photo	BIO
Salyers, Jessica	Jessica L. Salyers, PsyD VHA Chief Learning Officer Veterans Health Administration		Dr. Jessica Salyers is the Chief Learning Officer for the Veterans Health Administration, encompassing the Employee Education System and VHA Healthcare Leadership Talent Institute (HLTI). In her role overseeing 400 employees and a \$100M budget, she is responsible for providing the right learning, anytime, anywhere, to all VHA employees in the areas of clinical care, health care operations and administration, as well as leadership development, talent management and succession planning. Dr. Salyers serves as the principal advisor to the Under Secretary for Health for the analysis, development, delivery, implementation, and evaluation of education, learning, development, and training programs, products, and services that support workforce development and continuing education for the Administration’s more than 377,000 health care professionals and staff, as well as 120,000 residents and trainees at over 1,255 sites, caring for 8.92 million Veterans. As an advocate and champion for transforming VHA into a learning organization, Dr. Salyers works with VA and VHA leaders to identify requirements and leverage collaborative and innovative education, training and development opportunities in support of Department and Administration goals and objectives. Dr. Salyers is also responsible for developing and implementing a VHA-wide comprehensive leadership development, talent management and succession planning strategy to ensure a steady leadership pipeline, guiding a collection of multi-dimensional talent assessment information on executives across VHA to identify those in the pipeline for key leadership positions and ensure they receive the work experiences, assignments, coaching/mentoring and training necessary for building executive leadership skills. Prior to her appointment, she served as the Executive Director for HLTI in VHA. Her previous positions in the Air Force include Chief Talent Management Officer for the Air Force Life Cycle Management Center at Wright-Patterson Air Force Base (WPAFB); Deputy Executive Director, Chief of Staff and Chief Learning Officer at the Air Force Research Laboratory; and others. She has 18 years of experience in industrial/organizational psychology, organizational consulting, change management, leadership development, organizational development and strategic planning. Dr. Salyers’ major awards include the Meritorious Civilian Service Award, Exemplary Civilian Service Award (2013), Special Act or Service Award (multiple), Dayton Business Journal 40 Under 40 Award, and Leadership Dayton graduate. She holds a doctorate in business/consulting psychology; a master’s degree in industrial/organizational psychology; and a bachelor’s degree in general psychology, criminal justice studies and sociology. Her specific areas of research interest and experience include survey assessment and design, information overload and future of work.
Schaefer, Jim	Jim Schaefer, MPH Director of Surveys, VHA Office of Performance Measurement		Jim Schaefer has been the Director of Surveys since 2009. He oversees the Survey of Healthcare Experiences of Patients (SHEP) program that contacts 1.8 million Veterans each year through the administration of four national surveys including Inpatient, Patient-Centered Medical Home, Specialty Care, and Community Care. He directs studies and focus groups in the Veteran Insights Panel (VIP) to obtain Veteran feedback on emerging issues, and provides consultative services to improve patient experience and quality of care. Jim manages the development and reporting of patient experience measures in support of patient centered care. He supports public reporting of VHA performance data as part of VA’s efforts to promote informed Veteran choice, transparency and accountability. Jim began his VA career in 1999 as a survey statistician for the Office of Quality and Performance. He has a Master’s Degree in Public Health from the University of North Carolina at Chapel Hill.
Shrum, Karen	Karen Shrum, MBA, PMP Executive Director Strategic Program Management Office (SPMO)		Ms. Karen Shrum currently serves as an Executive Director for the Strategic Program Management Office (SPMO). She is responsible for the development and implementation of enterprise-wide business technology and process requirements. She collaborates with executive level leadership to implement high-performing, standardized, and effective business processes that impact and improve benefits and services to Veterans. She is the designated Customer Experience executive for VBA. She integrates VBA’s enterprise initiatives that improve benefits and services to Veterans, in alignment with the Customer Experience. Ms. Shrum has over 20 years of experience in both government and industry helping organizations to implement process and technology improvements. Prior to joining VBA, she held senior management consulting roles for companies such as IBM, PricewaterhouseCoopers, and Grant Thornton. Most recently she served as a Partner/ Principal in Ernst & Young (EY)’s Government and Public Sector practice, supporting the transformation of key mission functions across many federal agencies. She built and led a federal organizational change management practice to deliver human capital, organizational change, and talent management services.
Smoot, Mandy	Mandy Smoot Veterans Experience Office		Mandy Smoot, MOT, OTR/L began her career at the VA in 2005, and has served in multiple clinical and non-clinical capacities including Occupational Therapist, Polytrauma Network Site Director, Chief of the Occupational Therapy service, the Assistant Chief of Physical Medicine and Rehabilitation, Rehabilitation Director, the Associate Director/Chief Experience Officer at the Minneapolis VAHCS and most recently in the National Veterans Experience Office (VEO) Tools and Implementation Directorate as a Chief for Implementation and Consultation where their team leans forward into the field partnering to enhance the Veterans experience. Ms. Smoot is a graduate of the VA’s Healthcare Leadership Development Program (HCLDP) as well as the Senior Executive Fellows (SEF) program through the Kennedy School at Harvard. In addition, she holds an Executive Certificate in Health Care Administration, a certificate in Women in Leadership and a master’s degree in Occupational Therapy. Ms. Smoot is a wife of a Veteran and grew up on a civilian naval base where her love of Veterans and their stories began.
Sow, Mamadou	Mamadou Sow Assistant Vice President, Experience and Transformation USAA Life Company		Mamadou is a visionary, results-driven, transformational leader with 20+ years' experience developing and leading strategic marketing, digital, customer experience, and business development initiatives that have delivered billions of dollars in profitable revenue growth. Seasoned global business executive who excels at prioritizing objectives, devising a clear vision and strategies, unifying organizations around the vision, and leading them through all aspects of execution. Track record of guiding organizations through digital transformation, driving product innovation, and building robust customer experiences. Deep passion for cultivating talent and coaching staff to deliver operational excellence. Vast global experience spanning 90 countries across the US, Europe, the Middle East, and Africa. As Senior Experience Owner and Transformation leader Mamadou is responsible driving a consistent Member experience and integrating our systems and processes. Mamadou joined USAA in February 2022. Prior to joining USAA Mamadou served as Head of Individual Solutions for Principal to lead the growth of the Consumer business through the development of marketing and digital and customer experience and sales strategies, building the team and required capabilities, building partnerships within the company and external partners, managing the P&L, and enabling the execution of key initiatives. Mamadou joined Principal in August 2019. Prior to joining Principal Mamadou served as Chief Digital Officer for Transamerica to lead the digital transformation for Transamerica by focusing on these key strategic imperatives: Building differentiated digital customer experiences, creating enterprise value through sales and retention, driving operational efficiency, and fostering a winning team. He also leads digital strategic planning, experience and UX design, and building of digital platforms for Transamerica. Mamadou joined Transamerica in January 2018. Prior to joining Transamerica, Mamadou served as Global Chief Marketing Officer for AIG overseeing the full marketing strategies, execution, and operations spanning across several products and customers segments in over 70 countries. His responsibilities included analytics, market research and customer experience, sales enablement, and readiness, digital, products and services marketing, brand building, and advertising. Mamadou was instrumental in helping lead the development AIG's digital innovation and transformation efforts including IoT, Robotics, Telematics and Data Science. Mamadou and his team won numerous innovation awards. He also led very important growth and strategic initiatives for AIG such as Beyond Insurance and 'We are Stronger Together' which resulted in over \$2 billion in sales. Mamadou Sow joined AIG in 2006. Prior to joining AIG, Mamadou spent 15 years in senior executive level marketing, digital, innovation, product management, customer experience and general management positions within the financial services industry in the U.S. (Bank of America, JP Morgan, and AmSouth Bank) working across deposits, credit cards, innovation, and eCommerce. Mamadou holds a Bachelor of Sciences degree in International Studies and Economic Development with honors from The Ohio State University.
Sullivan, Matthew	Matthew Sullivan, SES Deputy Under Secretary Finance and Planning and Chief Financial Officer, National Cemetery Administration		Matthew Sullivan was named the Deputy Under Secretary for Finance and Planning and Chief Financial Officer for the National Cemetery Administration (NCA), effective February 8, 2015. In this role, Mr. Sullivan leads a broad range of management activities for NCA, including budget and financial operations, strategic planning and policy development, organizational performance planning and reporting, business and customer service process improvements, internal controls, program evaluations, and legislative and regulatory actions. Mr. Sullivan joined the Department of Veterans Affairs (VA) in 2005 and has served in various roles including, Director of Office of Enterprise Risk Management, and Director of Integrated Operating Model. He earned a Bachelor of Science from the U.S. Military Academy at West Point and a Master of Public Administration from George Mason University. He is a Certified Government Financial Manager by the Association of Government Accountants and a Certified Project Management Professional by the Project Management Institute. He is also a graduate of the Federal Executive Institute in Charlottesville, Virginia.

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Stokes, Paula	Paula Stokes, CTRS, M.Ed., J.D Research and Design Chief Veteran Experience Office. Department of Veterans Affairs		Paula Stokes leads the Research and Design Division of the VEO VA Patient Experience (PX) Program. This program has worked to define, design and is currently deploying the VA PX framework and toolkits across VHA to improve experiences for Veterans, families, and caregivers encountering VHA services. Prior to joining the Veteran Experience Office in March 2016, Ms. Stokes served as the Associate Director of the Tuscaloosa VA Medical Center since 2011 (including Acting Director at various time periods). Additionally, she served as an Administrative Assistant to the Associate Director, Human Resource Specialist (Employee and Labor Relations), and Certified Recreation Therapist in VA over the past 13 years. Prior to joining VA, Ms. Stokes’ employment experience included Senior Adjudicator and Trainer for State Disability Determination Services, Assistant Director of a Municipal Therapeutic Recreation Center, Executive Director of a Therapeutic Riding Organization for individuals with disabilities, and a Certified Recreation Therapist for many years. Her experience also includes a judicial internship with the Office of Hearings and Appeals of the Social Security Administration. Ms. Stokes has served on the Executive Committee of the Alabama Veterans Network for the Governor of Alabama as the chair of its Legal Committee, Chairperson of the Service Member and Veterans Support Task Force of the Alabama State Bar, and member of the Community Initiatives Committee of the United Way of Central Alabama and the MyVA Alabama Operation Trust Board. Ms. Stokes earned a Master of Science degree and a Juris Doctor degree, and she maintains licensure with the Alabama State Bar. Ms. Stokes is also a 2012 graduate of Leadership VA. She is a proud wife and mother and is actively involved in her community.
Taylor, Prince	Prince Taylor, MS Deputy Director VA Center for Development & Civic Engagement Department of Veterans Affairs		Mr. Prince Taylor has served as Deputy Director for the VA Center for Development & Civic Engagement, the largest integrated volunteer program in the Federal government, with more than 7,400 national and community organizations. He works to strategically integrate volunteers and community partners into critical programs that help to ameliorate homelessness, hunger, loneliness and other areas of need for Veterans. Formerly he was the HR Manager for VA’s Office of Operations, Security, and Preparedness where he managed all human resource activities and advised political and career senior executives. He started and continues to lead the Department’s TEDxVeteransAffairs program. He was selected by the VA’s Corporate Executive Development Board for the Partnership in Public Service’s Excellence in Government Fellowship, which he completed in 2016 and served as a co-coach in 2019 and 2022. Currently he serves on several advisory boards and committees, including the National VA Voluntary Service Advisory Board, Intimate Partner Violence Prevention, and the Family Coordinator Program. He has completed VA’s Transformational Coaching (Apprentice) program and is in the final year of a Leadership and Learning in Organizations doctoral program at Vanderbilt University. Prince served 12 years in the U.S. Navy, serving as a deck seaman, gunner’s mate, yeoman, and intelligence specialist (he couldn’t seem to keep a job). He served in numerous locations around the country and overseas. He has received an M.Ed. in Workforce Education and a Bachelors in Paralegal Studies and Political Science from Southern Illinois University - Carbondale. Today, he will give an overview of a new national program he leads called the Compassionate Contact Corps and how we can each play a role in reducing chronic loneliness and social isolation in our Veterans.
Tuley Fuson, Stephanie	Stephanie L. Tuley-Fuson, MPA GHATP Fellow – Director’s Office Department of Veterans Affairs Gold Star Wife	No pic provided	Stephanie Tuley-Fuson is a GHATP Fellow with years of experience within Veterans Affairs, as well as a Navy Gold Star Spouse, bringing extensive knowledge of active-duty transition, as well as survivor knowledge to VA enterprise wide. Stephanie specializes in expanding VA’s hiring of military spouses and Veterans, with a focus on workforce engagement. The hiring expansion allows Stephanie to use her impressive networking, communication, and journey to partner with outside organizations to expand VA’s hiring pool and awareness. Stephanie is a powerful force in the workplace and presents her passion and drive tirelessly every day to ensure that our Veterans receive the best healthcare, and that we honor our mission every second, every minute of every day. Stephanie is carrying on the legacy of her late husband, Phil Fuson, while also showing her daughter the drive to overcome and conquer. Stephanie has completed numerous VA leadership and training programs and will continue to expand her passion in VA for years to come through hiring veterans, and spouses to fight for our veterans!
Vega, Ryan	Ryan Vega, MD VA Diffusion of Excellence Lead VA Center for Innovation		Dr. Ryan Vega serves as the Chief Officer for the Office of Healthcare Innovation and Learning as part of the VHA DEAN Office (Discovery, Education and Affiliate Networks). In this role, he has direct responsibility for (1) fostering the discovery and spread of grassroots and strategic innovative solutions, practices and products across VA; (2) advancement of competencies in innovation and simulation through workforce development; (3) combining the use of clinical simulation and training to further enhance the utilization and uptake of emerging healthcare technology in clinical practice; (4) developing innovative approaches to testing payment and service delivery models to reduce expenditures while preserving or enhancing quality of care; and (5) advancing the use of clinical training and simulation to advance VHA’s mission of becoming a high reliability organization. Dr. Vega holds academic appointments as an Adjunct Assistant Professor in the Department of Health Administration at Georgetown University as well as a Clinical Assistant Professor of Medicine at George Washington University. Prior to his current position, Dr. Vega served as the Chief Quality Officer at the Richmond VA Medical Center and Assistant Professor of Medicine at the VCU Health System. He also recently served for two years as the Chair of the National Quality, Safety, and Value Council for the Electronic Health Record Modernization (EHRM) effort. Dr. Vega completed his residency training in internal medicine at the VCU Health System in 2015 where he also served as Chief Medical Resident and the VA Chief Resident for Quality and Safety. With eight years of clinical training and experience, Dr. Vega is board certified in Internal Medicine and has been involved in research and practice in the areas of health informatics, clinical quality improvement, patient safety, and clinical innovation and implementation. He is a graduate of the Intermountain Advanced Training Program in Clinical Quality Improvement and his partnerships extend to work with VA clinical and non-clinical leaders across the health care system, including non-VA external stakeholders across the nation. Dr. Vega is a recipient of several awards for his work in healthcare innovation and has published numerous articles on this topic.
Walters, Nancy	Nancy Walters Spouse of over 38 years to Major General (Retired) Robert Walters		Nancy Walters is the wife of Major General (Retired) Robert Walters. They have two grown daughters, Martina and Daytona. Most importantly these days, Nancy is known as “Nonna” to their five grandchildren. As an Army spouse for over 38 years, her jobs have varied from stay-at-home mom, retail manager, to clinical supervisor of a neighborhood dental practice. As a senior military spouse during multiple deployments, Nancy has worked extensively with Army families and supported wounded soldiers in their transition from the battlefield to home. She has also attended multiple memorial ceremonies for our unit’s fallen, comforting the grieving friends and family members. Nancy’s passion is that for every soldier and family member to know their sacrifices and service, known or unknown, have, and will always, matter.
West, Cary	Cary West, PT, DPT Chief, Strategic Analytics & Performance Integration Charlie Norwood VAMC		Cary West, PT, DPT serves as the chief of strategic analytics and performance integration for Charlie Norwood VA Medical Center in Augusta, GA. He earned a bachelor’s degree in Exercise and Sport Science from University of Georgia and a Doctor of Physical Therapy from Medical College of Georgia. Cary started his career in 2010 as a physical therapist until January 2016 where he transitioned to program analyst and SAIL Coordinator, while continuing clinical work in the private sector. He was promoted to Chief of the service in 2018 and the service has expanded to include Data Analytics, Innovations, Systems Redesign, and Strategic Planning. He enjoys working with data and using his clinical background to bridge the gap between data and patient care. He is a Certified Lean Black Belt. Cary graduated from the Improvement Advisor Academy in 2018 and served as a faculty since. When not working, Cary enjoys spending time with his wife and 2 daughters. Living in a southern climate, Cary is an avid gardener and regularly provides produce to family and friends. One of his favorite Winter hobbies is snow skiing, as that is the only time, he gets to see snow. During football season, he spends the weekends in Athens, GA cheering on Georgia Bulldogs.
Wintch, Steve	Steven Wintch, MHA Management Analyst, Tools and Implementation Directorate, Veterans Experience Office		Steven Wintch has been with VHA for 16 years, serving at the Northport VA Medical Center as a Privacy/FOIA Officer and Business Officer, the Salt Lake City Healthcare System as the Chief of Patient Centered Care & Cultural Transformation, and the national Veteran Experience Office as an Implementation Coach. He has a Master’s in Healthcare Administration and lives in Salt Lake City with his wife and five children.