



DRAFT

Task Force Subgroup Update: Focus Group Women and Northern Veterans

VA New Hampshire VISION 2025 Task Force
Lynne Cannavo, Chief Organizational Performance
October 31, 2017

Process

- Multiple one hour listening sessions
- Random Selection of Staff and Veterans to participate.
- Veteran Service Organizations chosen who routinely interact with Manchester VA.

Group	Dates	# Attendees
State Veterans Committee	9/5	6
Veteran Service Organization	9/11	10
Manchester Staff	8/28, 29; 9/15,20	68
Manchester Veterans	8/28, 29; 9/15,20	46
Service Chiefs	9/13	20
Congressional	9/13	8
BOS/WRJ Staff	9/5,22	15
Northern NH Veterans	10/18,20	12
Northern NH Staff	10/18,20	9
Women Veterans	10/19	8

Process

Scripted Introduction and Closure.

3 Questions Developed in Conjunction with Chairman for use. Comments recorded and Key Themes Identified for each group:

1. What do you like about the current services currently offered at the Manchester VA?
2. What services would you like to see being offered in Manchester that are not being offered?
3. There has been discussion about Manchester becoming a full-service hospital. What does the term full service mean to you?
4. Are there any additional thoughts or concerns regarding services?

Key Theme Northern NH Staff

- What do you like about the current services currently offered?
 - The staff would like to have an expansion of telehealth services including have an identified room for the equipment (Keene CBOC) and additional Medical Staff Assistance to support this effort.
- What services would you like to see being offered that are not being offered?
 - The development of a MD/Physician of the day was suggested as a model for providing clinical advice to practitioners
- There has been discussion about Manchester becoming a full-service hospital. What does the term full service mean to you?
 - Full Service to staff meant the composition of a community hospital. Although the Vet to Vet experience is positive, staff are aware that Veterans do not want to travel for healthcare, they want it local.
- Are there any additional thoughts or concerns regarding services? None

Key Theme

Northern NH Veterans

- What do you like about the current services currently offered at Manchester VA?
 - Basic clinical care needs are being met
 - Expand Urgent care, podiatry, prosthetics, dental and audiology availability.
- What services would you like to see being offered in Manchester that are not being offered?
 - Improved scheduling and referral to services to the community is needed.
- What does the term full service mean to you?
 - A full-service hospital means that a facility would provide both surgical procedures and inpatient care.
 - There was little support for inpatient care at Manchester as they use White River Junction VA or CHOICE.

Key Themes

Women Veterans

- What do you like about the current services currently offered?
 - Services currently available that need to be strengthened include better access for Primary Care, Mental Health, Urgent Care and MST services. There also needs to be improved consistency of Providers for Mental Health and there was concern about the recent appointment of a male provider for the Women's Care Clinic.
- What services would you like to see being offered that are not being offered?
 - The women's group felt they wanted to see current basic services improved before additional services were offered at Manchester.
- What does the term full service mean to you?
 - The women felt they had earned the right to have a full service hospital in addition to the basic services needed on a routine basis by women.
- Are there any additional thoughts or concerns?
 - The women were not all aware of the range of service offerings provided and were concerned about lack of referrals to alternative health clinics like Yoga, acupuncture.

Frequency of Comments from ALL Focused Groups (Sept – Oct 2017)



Questions??