



VA Customer Experience Symposium 2022

CUSTOMER EXPERIENCE AWARDS

Secretary's Honor Award for I CARE

VETERANS HEALTHCARE ADMINISTRATION

Gary Carlson

South Hillsborough VA Clinic/VA Tampa Health Care

VETERANS BENEFITS ADMINISTRATION

**Office of Financial Management, Benefits
Delivery Protection & Remediation (BDP&R)**

Washington, DC

NATIONAL CEMETERY ADMINISTRATION

Jaime Salome

Fort Rosecrans National Cemetery Complex
San Diego, CA

THE BOARD OF VETERANS' APPEALS

Narrative Hearing Team

Judge Steven Reiss

Karissa Wallin

Robert Leal

Salvador Ambriz

Sujen Diviney

Corey Benjamin

Washington, DC

Volunteer of the Year

VA CENTER FOR DEVELOPMENT AND CIVIC ENGAGEMENT

Minta Davis

Baltimore VA Medical Center



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EXCELLENCE IN PATIENT EXPERIENCE AWARDS

Veteran Health Administration

OVERALL BEST EXPERIENCE

**William S. Middleton Memorial Veterans
Hospital**
Madison, WI

MOST IMPROVED INPATIENT EXPERIENCE

Malcom Randall VA Medical Center
Gainesville, FL

FACILITY COMPLEXITY LEVEL 1 BEST EXPERIENCE

James H. Quillen VA Medical Center
Mountain Home, TN

MOST IMPROVED OUTPATIENT EXPERIENCE

VA Sioux Falls Health Care System
Sioux Falls, SD

FACILITY COMPLEXITY LEVEL 2 BEST EXPERIENCE

Lebanon VA Medical Center
Lebanon, PA

PATIENT EXPERIENCE INNOVATION – EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

Whole Health for Employees Program
Franklin Delano Roosevelt Hospital
Montrose, NY

FACILITY COMPLEXITY LEVEL 3 BEST EXPERIENCE

Oscar G. Johnson VA Medical Center
Iron Mountain, MI

PATIENT EXPERIENCE INNOVATION – EXCEPTIONAL EXPERIENCE FOR VETERANS

Thank A Vet Initiative
John D. Dingell Department of Veterans Affairs Medical Center
Detroit, MI

VHA OWN THE MOMENT AWARD

Laura Caisse
Manchester VA Medical Center
Manchester, NH

RED COAT AMBASSADOR OF THE YEAR

Ann Schulte
Fargo VA Medical Center
Fargo, ND



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EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

Veteran Benefits Administration

VBA BEST EXPERIENCE — HIGHEST PERFORMING LINE OF BUSINESS

Insurance Service

Dan Keenaghan

Washington, DC

VBA BEST EXPERIENCE — HIGHEST PERFORMING-CONTACT CENTER

Philadelphia Insurance Contact Center

David Roesner

Philadelphia, PA

CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

Office of Performance, Analysis & Integrity (PA&I) Analyst Mentor Program

Matthew Padula

Jessica Roufus

Washington, DC

CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

Post-9/11 GI Bill Enrollment Verification Rollout

Joseph Garcia

Terry Warren

Washington, DC

CX GALLERY WALK PROJECT OF THE YEAR

Winston-Salem Regional Office

Winston-Salem, NC

VBA OWN THE MOMENT AWARD

Michelle Tadalan

Manila Regional Office



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EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

The Board of Veterans' Appeals

BEST EXPERIENCE — HIGHEST PERFORMING

Judges of the Board of Veterans' Appeals

Washington, DC

MOST IMPROVED BVA EXPERIENCE

Hearing Management Branch

Washington, DC

BVA OWN THE MOMENT AWARD

Combined Appeal Resolution Team

Mary Ellen Larkin

Michael Perkins

Corey Benjamin

Jayson Farmer

Jaquila McWilliams

Washington, DC

CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

Program of Comprehensive Assistance for Family Caregivers (PCAFC)

Jeff Gelber

William Rollins

Kendra Jones

Valerie Tolson

Robert Van Allen

Daoud Chattha

William Shin

Shu-Lin Hitchcock

John Gosnell

Tracie Wesner

Martin Peters

Christopher Wendell

Corey Bosely

Adrian Odyia-Weis

Ryan Kessel

Suzanne Schick

Alex Kim

Alexandra Solomon

Anthony Scire

Nathaniel Doan

Nina Tann

Washington, DC



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EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

National Cemetery Administration

HIGHEST PERFORMING NATIONAL CEMETERY

Bakersfield National Cemetery

Arvin, CA

CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

Veterans Legacy Memorial Team

Lisa Hollenbeck

James LaPaglia

William Rodgers

Washington, DC

NCA OWN THE MOMENT AWARD

Brianna McKeithen

Great Lakes National Cemetery

Holly, MI