



VA Customer Experience Symposium 2023

# CUSTOMER EXPERIENCE AWARDS

## Secretary's Honor Award for I CARE

### VETERANS HEALTHCARE ADMINISTRATION

**Joel Elzweig, MD**  
**Anita (Nicki) Escott, PA**  
**Justin Joslin, RN**

White River Junction VA Medical Center  
 White River Junction, VT

### VETERANS BENEFITS ADMINISTRATION

**Shawn Buermann**  
 St. Paul Regional Office  
 St. Paul, MN

### NATIONAL CEMETERY ADMINISTRATION

#### Administration and Interment Staff

Riverside National Cemetery  
 Riverside, CA

### OFFICE OF SMALL & DISADVANTAGED BUSINESS UTILIZATION

**Cordell Smith**  
 Washington, D.C.

### OFFICE OF INFORMATION & TECHNOLOGY

**Nathan Tierney**  
 Washington, D.C.

### THE BOARD OF VETERANS' APPEALS

#### Inbound Operations Branch Paper File Team

**Addie Sereal**  
**Alexis Harton**  
**Charde Pollitt**  
**Charles Storks**  
**Cyrus Leland**  
**Ernest Asante**  
**Jonathan Bland**  
**Lashuna Cooper**  
**Mardo Nunez**  
**Regina (Lisa) Kirk**  
**Terri Henderson**  
**Terrell Williams**  
**Ytica Mondor**



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# EXCELLENCE IN PATIENT EXPERIENCE AWARDS

Veterans Health Administration

## OVERALL BEST EXPERIENCE

**Oscar G. Johnson VA Medical Center**  
Iron Mountain, MI

## VHA OWN THE MOMENT AWARD

**Erika Knox, MD**  
Alvin C. York VA Medical Center  
Murfreesboro, TN

## FACILITY COMPLEXITY LEVEL 1 BEST EXPERIENCE

**Charles George VA Medical Center**  
Asheville, NC

## PATIENT EXPERIENCE INNOVATION – EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

**Allison Armhein**  
VHA Innovators Network:  
Where People are the Solution

## FACILITY COMPLEXITY LEVEL 2 BEST EXPERIENCE

**Lebanon VA Medical Center**  
Lebanon, PA

**Tamara Reynolds**  
The Driving Innovation and Excellence:  
The Transformative Leadership of  
Fernando O. Rivera  
VA Southeast Louisiana Health Care System

## FACILITY COMPLEXITY LEVEL 3 BEST EXPERIENCE

**Erie VA Medical Center**  
Erie, PA

## PATIENT EXPERIENCE INNOVATION – EXCEPTIONAL EXPERIENCE FOR VETERANS

**Debra LaGrone**  
The Monarch Program  
Tuscaloosa VA Medical Center  
Tuscaloosa, AL

## MOST IMPROVED INPATIENT EXPERIENCE

**Mann-Grandstaff VA Medical Center**  
Spokane, WA

## RED COAT AMBASSADOR OF THE YEAR

**Stephen Hood**  
Martinsburg VA Medical Center  
Martinsburg, WV

## MOST IMPROVED OUTPATIENT EXPERIENCE

**W.G. (Bill) Hefner Salisbury Medical Center**  
Salisbury, NC

## VOLUNTEER OF THE YEAR

**Barbara Brown**  
Louis A. Johnson VA Medical Center  
Clarksburg, WV



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

Veterans Benefits Administration

## VBA BEST CUSTOMER EXPERIENCE

Office of Administrative Review

## VBA V SIGNALS SERVICE RECOVERY PROGRAM INAUGURAL AWARD

Compensation Service

Education Service

Insurance Service

Loan Guaranty Service

Office of Administrative Review

## VBA V SIGNALS SERVICE RECOVERY PROGRAM PROCESS IMPROVEMENT & INNOVATION AWARD

Insurance Service

## CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

Spanish Language Translation Tool

Julianne Orgish

## CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

Improving Informal Conferences

Daniel Austin

## CX GALLERY WALK PROJECT OF THE YEAR

Houston Regional Office

Houston, TX

## VBA OWN THE MOMENT AWARD

Bill Barksdale

Roanoke Regional Office



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

National Cemetery Administration

## HIGHEST PERFORMING NATIONAL CEMETERY

**Fayetteville National Cemetery**

Fayetteville, AR

## CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

**Sacred Setting: Memorial Walkway**

Calverton National Cemetery

Calverton, NY

## NCA OWN THE MOMENT AWARD

**Robert Belcher**

Massachusetts National Cemetery

Holly, MI



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

The Board of Veterans' Appeals

**BVA OWN THE MOMENT AWARD**

**Salvador Ambriz**

Washington, DC



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

## Vet Centers

### EXCELLENCE IN CUSTOMER EXPERIENCE

**Lexington Vet Center**

Lexington, KY

### CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

**Community of Practice for Eye Movement Desensitization  
and Reprocessing (EMDR)**

**Readjustment Counseling Service**

**Joel Chaverri**

Arlington Vet Center  
Pantego, TX

### CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

**VA's I CARE Values in Action**

**Gary Brown**

Greenville Vet Center  
Greenville, NC

### OWN THE MOMENT AWARD

**Mark Davis**

**Colleen Drake**

Buffalo Vet Center  
Buffalo, NY

### RED COAT AMBASSADOR OF THE YEAR

**Leslie "Witt" Cook**

Nashville Vet Center  
Nashville, TN