



VA Customer Experience Symposium 2024

# CUSTOMER EXPERIENCE AWARDS

## Secretary's Honor Award for I CARE

### VETERANS HEALTHCARE ADMINISTRATION

**Daryl Ferguson**

**Joshua Anderson**

*Environment Management Service Team*  
VA Pittsburgh Healthcare System  
Pittsburgh, PA

**Sharon Ford**

*Group Practice Manager*  
VA Phoenix Healthcare System  
Phoenix, AZ

**Barbara Forsha**

*Executive Director*  
VA Clarksburg Healthcare System  
Clarksburg, WV

### VETERANS BENEFITS ADMINISTRATION

**Maureen Elias**

*Senior Advisor for Benefits*  
Washington, D.C.

### THE BOARD OF VETERANS' APPEALS

**John Jones**

*Veterans Law Judge*  
Washington, D.C.

### NATIONAL CEMETERY ADMINISTRATION

**Kimberly Harvey**

**Winnie Binyam**

**Kendrick Rutland**

**Jean Kim**

**Luis Ramirez**

*Workers Compensation Team*

### OFFICE OF INFORMATION & TECHNOLOGY

**Merissa Larson**

*Executive Director*  
Compliance, Risk, and Remediation  
Washington, D.C.



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# EXCELLENCE IN PATIENT EXPERIENCE AWARDS

Veterans Health Administration

## OVERALL BEST EXPERIENCE

**VA Asheville Healthcare System**  
Asheville, NC

## FACILITY COMPLEXITY LEVEL 1 BEST EXPERIENCE

**VA Lebanon Healthcare System**  
Lebanon, PA

## FACILITY COMPLEXITY LEVEL 2 BEST EXPERIENCE

**VA Texas Valley Coastal Bend Healthcare System**  
Harlingen, TX

## FACILITY COMPLEXITY LEVEL 3 BEST EXPERIENCE

**VA Altoona Healthcare System**  
Altoona, PA

## MOST IMPROVED INPATIENT EXPERIENCE

**VA Dublin Healthcare System**  
Dublin, GA

## MOST IMPROVED OUTPATIENT EXPERIENCE

**VA Bedford Healthcare System**  
Bedford, MA

## VHA OWN THE MOMENT AWARD

**Jennifer Cheney**

Oscar G. Johnson VA Medical Center  
Iron Mountain, MI

## PATIENT EXPERIENCE INNOVATION – EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

**Diversity Leadership Council for Employees and Veterans**

VA Tennessee Valley Health Care System

## PATIENT EXPERIENCE INNOVATION – EXCEPTIONAL EXPERIENCE FOR VETERANS

**Guiding Veterans to a Better Healthcare Experience**

VA Southern Nevada Healthcare System

## CX INNOVATION - EXCEPTIONAL EXPERIENCE FOR VETERANS

**Help with Employment, Agency, Risk, Transitions and Housing (HEARTH) Project**  
VHA Central Office

## RED COAT AMBASSADOR OF THE YEAR

**Jena "Jingles" Copher**

Marion VA Medical Center  
Marion, IL

## VOLUNTEER OF THE YEAR

**Jack Ford**

North Las Vegas VA Medical Center  
Las Vegas, NV



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

Veterans Benefits Administration

**CX INSPIRATIONAL CONTACT CENTER AWARD**  
Cleveland National Call Center

**CX PACT ACT IMPACT AWARD**  
Nashville Regional Office

**CX GALLERY WALK PROJECT OF THE YEAR**  
Jennifer Vandermolen, Anna Mcbarron, Lisa Stone,  
Shienke Kimbro, Phyllis Barnes, and Jerry Gibbs  
Pittsburgh Regional Office

**Michael Stephens and Aaron Williams**  
Indianapolis Regional Office

**Suzette Moore and Lillie Nuble**  
Philadelphia and Wilmington Regional Office

**Patrick Phillips, Michael Ewald, and Christine Bensedira**  
Veterans Benefits Administration Finance Center

**CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS**  
EDU Leading Customer Focused Experiences  
by Devoting Resources to Improvement  
Washington, D.C.

**CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR EMPLOYEES**  
Civilian Service Member of the Year/Woman Veteran of the Year  
Providence VA Regional Office  
Providence, RI

**VBA OWN THE MOMENT AWARD**  
Philip Black, Dr. Earl Parson, Jennifer White, Todd Musial, Linda Kraber,  
Scott Ambs, Daniel Beaufort, Thomas Whitney, and Natalie Fish  
Togus Regional Office Veterans Service Center  
Augusta, ME



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

National Cemetery Administration

## HIGHEST PERFORMING NATIONAL CEMETERY

**Abraham Lincoln National Cemetery**

Elwood, IL

## CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR VETERANS

**Veterans Burial Benefits Outreach Experience**

Riverside National Cemetery

Riverside, CA

## NCA OWN THE MOMENT AWARD

**Eric Crawford**

Great Lakes National Cemetery

Holly, MI



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

Office of Information and Technology

**CX INNOVATION - EXCEPTIONAL EXPERIENCE FOR EMPLOYEES**  
**OIT Business Support for North Chicago EHRM Rollout**

Washington, D.C.

**OWN THE MOMENT AWARD**

**Chet Frith**

*Director 508 Compliance*

Washington, D.C.



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# EXCELLENCE IN CUSTOMER EXPERIENCE AWARDS

## Vet Centers

### EXCELLENCE IN CUSTOMER EXPERIENCE

**Cincinnati Vet Center**

Cincinnati, OH

### CX INNOVATION — EXCEPTIONAL EXPERIENCE FOR EMPLOYEES

**Development of a Formal RCS Crisis Response Team**

Lowell Vet Center

Lowell, MA

### OWN THE MOMENT AWARD

**Charles "Skip" Williamson**

Readjustment Counseling Service

North Atlantic District 1

### RED COAT AMBASSADOR OF THE YEAR

**Jeff Chambers**

Houston West Vet Center

Houston, TX