Know Your VA

Quick Guide-Veteran Experience

Veteran Experience Program: Welcome

Welcome to the Gulf Coast Veterans Health Care System and thank you for your military service to the United States of America.

We are truly honored you have chosen to entrust the VA with your health care service needs.

We want to help you “Know Your VA.”

The purpose of this presentation is to help our Veteran clients learn more about sharing compliments and addressing challenges through the Veteran Experience Program.

DAISY Program: Nursing Recognition

The DAISY Award®
FOR EXTRAORDINARY NURSES
IN MEMORY OF J. PATRICK BARNES

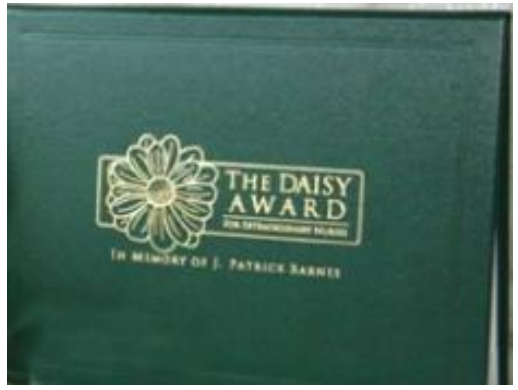
The Daisy Program is an opportunity for patients and family members to recognize nurses who have provided extraordinary nursing.

Nomination forms and submission boxes are displayed at all GCVHCS outpatient clinics and inpatient medical center facilities.

Nomination forms are also available on the GCVHCS Home Page at www.biloxi.va.gov.

Nominations are reviewed monthly and a winner is announced quarterly.

DAISY Program: Nursing Recognition Awards



Veteran Experience Program: Addressing Challenges

If you have a VA health care challenge, VA staff and leadership welcome the opportunity to help you find an acceptable resolution.

Veteran Experience Program: Addressing Challenges

The Veteran Experience Program follows a military chain of command structure with the goal of resolving the challenge at the lowest level possible.

Veteran Experience Program Reporting Structure
• VA Employee
• VA Department Service Level Champion or Supervisor
• Patient Advocate
• Facility Director – “Tell It To The Director” Program

Veteran Experience Program: Addressing Challenges

GCVHCS Patient Advocates are available to assist Veterans with health care challenges during normal business hours. Contact numbers for each GCVHCS site are listed in the chart on the next slide.

Veteran Experience Program: Addressing Challenges

Gulf Coast Veterans Health Care System Patient Advocate Contacts	
Biloxi	(228) 523-4328 / 5760 / 5761
Mobile	(251) 219-3908
Pensacola	(850) 912-2403 / 2050
Eglin	(850) 609-2702
Panama City	(850) 636-7039

Gulf Coast Veterans Health Care System: Media Sites

Facebook
http://www.facebook.com/VAbiloxi

Twitter
http://twitter.com/vabiloxi

Website
www.biloxi.va.gov