

## Chillicothe VA Medical Center and Associated Community Based Outpatient Clinics

# OFFICE OF VETERAN EXPERIENCE



At the Chillicothe VA our goal is to achieve outstanding customer service. The Office of Veteran Experience, formerly the Patient Advocate Office, has been implemented to provide continuous support for improvement in the service provided to our Veterans. Occasionally, we need your help in meeting your expectations.

The first attempt to resolve a concern should begin with the Veteran communicating directly with the department in which the problem occurred. If you are unable to reach a resolution with the person providing your care, you are encouraged to request to speak with your Veteran Experience Liaison.

A Veteran Experience Liaison is a frontline employee or supervisor who, working within guidelines provided by Leadership and the Office of Veteran Experience, has been granted the authority to determine and offer resolution for Veteran's concerns at the service level. has the authority to investigate complaints independent of the departments involved. A Veteran Experience Liaison has the authority to investigate concerns independent of the departments involved. Liaisons are empowered to contact staff across our medical center to meet the needs of our Veterans. Liaisons work closely with the Office of Veteran Experience and are able to:

- ◆ Discern and defuse problems at the service level
- ◆ Resolve Veteran complaints quickly and effectively
- ◆ Promote outstanding customer service to Veterans, families and staff
- ◆ Provide service recovery and ensure a quick resolution agreeable to all involved

By following this process you allow our staff an opportunity to address your concerns, and in this process, they also learn to provide better service and can then look to improve our practices. The information you provide is communicated to facility leadership to improve your experience at our facility.

The Office of Veteran Experience can help:

- ◆ If you have a problem that was unable to be resolved through your Veteran Experience Liaison
- ◆ If you have concerns or suggestions you would like to share that would improve the Veteran experience
- ◆ If you have a compliment or would like to recognize a staff person who has provided excellent care

The Office of Veteran Experience is located on the ground floor of building 31 and can be contacted at extension 6107.

Main Campus:  
Chillicothe VA Medical Center

Phone: 740-773-1141 ext. 6107  
or toll free: 800-358-8262

**ICARE — Integrity — Commitment — Advocacy — Respect — Excellence**