



DEPARTMENT OF DEFENSE TASK FORCE ON THE CARE, MANAGEMENT, AND TRANSITION OF RECOVERING WOUNDED, ILL, AND INJURED MEMBERS OF THE ARMED FORCES

Crystal City Hyatt Regency, Arlington, VA

Business Meeting Minutes

Tuesday, 4 October 2011

The meeting began at 8:38am with an opening by Ms. Suzanne Crockett-Jones. She announced that Commander Timothy Coakley (USN) had retired and a new Navy representative would be joining the Task Force at a later date. As Lt Gen Charles Green (USAF) was unable to attend, MG Richard Stone (USAR) would assist Ms. Crockett-Jones to run the meeting.

This was immediately followed by Ms. Denise Dailey, Executive Director and Designated Federal Officer, leading the Task Force through an After Action Review of Fiscal Year 2011. The Members expressed their thoughts on the briefings at the business meetings, the focus group results, the effectiveness documents, their evening working group calls, the first draft of the report, the final business meeting of the fiscal year, and the installation visit agenda and content. The Task Force then took a break at 9:17am.

The meeting resumed at 9:37am with Dr. Bernard Rostker of Rand and former Under Secretary of Defense, Personnel and Readiness. Dr. Rostker briefed on the American Experience of Care of Casualties of War. He began with the first recorded treatment of armed forces in ancient and classical eras, followed by advancements in care, treatment, and support of service members in the last 1000 years. He then followed with a focused overview of the way that America has treated casualties up to the Korean War, as that is as far as his research has progressed to this point. He noted changes in the way that veterans and PTSD have been addressed. The Task Force then took at break at 10:58am.

The Task Force resumed at 11:09am with Ms. Margartia Cocker, on behalf of Ms. Ruth Fanning, for the Veterans Affairs Vocational Rehabilitation and Employment Service (VR&E). Ms. Cocker reviewed the VetSuccess process and the timeline for individuals who are in the process of transitioning with the WR&E program, along with eligibility requirements. She noted new tools that were available to those in transition that will assist them in starting their own business or looking for new employment. The Task Force asked about their coordination with Yellow Ribbon programs, how many individuals have registered, what their performance statistics were, and some of their raw data in terms of date ranges from application to beginning the process. The Task Force broke for lunch at 12:13pm, during which time Dr. Steven Phillips left for the day.



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The meeting resumed at 1:03pm with CAPT Sharon Ludwig and Dr. Leslie Clark providing a briefing on the Armed Forces Surveillance Center. They provided a background of the establishment and their relationship with other organizations. Their mission is to promote, maintain, and enhance the health of military and associated populations at the DoD level. They also discussed the effect of redeployment on Service members, including how pre-deployment and post-deployment programs can change the effects. At 1:56pm, the Task Force took a short break.

At 2:13pm, the meeting resumed with Ms. Kimberly Munoz from the Quality of Life Foundation and its initiative of the Wounded Warrior Family Care Project. She described how the project links wounded warriors and their families with programs that can assist everyone involved in the family (spouses, children, the wounded Service member) in their recovery, as the entire family is greatly affected when a Service member is wounded. They also noted that they work with the Federal Recovery Coordinators (FRC) and will not schedule to work with an individual until they have gotten an FRC, so that the family gets the right support and there are not redundancies in services.

This was immediately followed by Dr. Barbara Cohoon from the National Military Family Association at 2:55pm. She detailed the issues which manifest in the family of a wounded Service member, specifically in children and the caregiver of the wounded. These individuals have their lives severely changed and their issues are not always addressed. The Task Force asked Dr. Cohoon to provide written comments on their recommendations in the FY2011 Annual Report and then took a break at 3:41pm.

The meeting resumed at 3:55pm with Dr. Suzanne Lederer and Dr. Jessica Jagger of the Task Force Research team who reviewed the installation visits the Task Force will take part in during FY2012. They reviewed the different types of installations, which include Joint Force headquarters and community based warrior in transition units, the changes to the research questions based on the previous year, and how focus groups would operate. The Members asked to review the IRB documents and they discussed having a lead facilitator for each focus group.

Ms. Dailey briefly went over the next day's schedule and the day ended at 4:54pm.

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The second day of the meeting opened at 8:27am with an introduction by Ms. Dailey. As there were no public forum participants, Dr. Jagger and Dr. Lederer resumed discussing the focus group protocols from the previous day.



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At 8:42am to 8:50am the Task Force took a short break to await a briefer. They resumed with the Wounded Warrior Care and Transition Policy (WWCTP) briefers, led by Mr. John Campbell, the Deputy Assistant Secretary of Defense, Wounded Warrior Care and Transition Policy. They provide an overview of changes in data and programs since they briefed the Task Force in May 2011. Mr. Philip Burdette discussed Integrated Disability System (IDES), including the objectives, the metrics since its implementation, how some of this data can be interpreted, and how they are driving new efficiencies. Dr. Susan Kelly discussed how WWCTP is responding to the presidential call to have a career ready military through increases in training, a “reverse boot camp,” and reforming existing programs. The Task Force asked to get a copy of the report on these changes which is going to the President.

The next briefing on National Guard Bureau Medical Management was presented by Mr. Ray Holdeman, Acting Division Chief for Personnel, COL Jill Faris, Deputy Surgeon ARNG, and Mr. Eric Scott, Branch Chief, Medical Administrative Branch. COL Farris discussed the status of ARNG case management and the creation of the Deputy State Surgeon position. Mr. Holdeman briefed on the Medical Management Processing System, a decision making process which provides direction for case management of soldiers with unresolved medical issues or conditions to assist in achieving medical recovery and increase unit readiness. Mr. Scott discussed how they care for the individuals through interaction at events such as Yellow Ribbon programs, which allow individuals to begin documentation on a problem so that they can have it addressed even when they transition into VA care. The Task Force asked for information on the workloads of case managers, as this is a concern they have heard a number of times in the field.

The Task Force broke for lunch at 11:30am, during which time Dr. Phillips arrives. They resume at 12:57pm with Ms. Ginnean C. Quisenberry and Ms. Dorinda Lovelace of the Population Health, Medical Management and Patient Centered Medical Home Division (PHMM & PCMH) with the Office of Chief Medical Officer, TRICARE Management Activity (TMA). At 1:07pm, MG Stone arrives. Ms. Quisenberry and Ms. Lovelace overviewed the Military Health System (MHS) model, which has a quadruple aim of Readiness, Population Health, Positive Patient Experience, and Cost. They discussed how the educational qualifications for MHS, the training opportunities, their goals, and how they plan to meet them. The Task Force asked a number of questions on workload ratios, how they plan to meet their goals, how they connect case managers with new programs/resources, TRICARE resources, and they asked for any information and feedback the Task Force has for them, to which Ms. Dailey mentioned that Recommendation 8 in the Task Force’s report refers to nurse case managers. The Members take a break at 1:57pm.

The meeting resumes at 2:09pm with COL Christian Macedonia of the Joint Combat Neurosciences Team or “Gray Team.” He reviews the Team’s purpose for entering the field to



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study TBI and their role in providing information to the Joint Chiefs of Staff. He discusses the results of the multiple Gray Team studies and how it is important to include senior doctors in these reports, along with the importance of using the Gray Team to continually orient and observe for decision makers. The Task Force broke at 2:55pm.

The Task Force took an extended break to await briefers before resuming at 3:15pm to discuss the installation visit schedule with Ms. Dailey, along with the business meeting agenda for their December meeting in San Antonio, TX. At 3:35pm the next set of briefers arrived.

Mr. Ismael Ortiz of the Veteran's Employment and Training Services (VETS) briefed and had Mr. Gordon Burke with him to supply supplemental information. They provided an overview of VETS and asked the Task Force for questions. The Members asked Mr. Ortiz about the high unemployment rate of veterans and how it was being addressed, along with the use of the TAP program. This led to further discussion on TAP and the fact that in the Marines it has been a mandatory program for a long time, but the Task Force has not seen data on its effectiveness in that population.

The meeting closed at 4:42pm.

Verified by:

Department of Defense Co-Chair:

Lieutenant General Charles B. Green, M.D.

Date: 26 Oct 11

Verified by:

Non-Department of Defense Co-Chair:

Mrs. Suzanne Crockett-Jones

Date: 2 Nov 11



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Appendix A:

Tuesday, 4 October 2011

Members Present:

- Mr. Justin Constantine
- CSM Steven D. DeJong
- Mr. Ronald Drach
- Mrs. Suzanne Crockett-Jones (Non-DoD Co-Chair)
- Lt Col Sean P. K. Keane
- Dr. Steven Phillips
- MG Richard Stone

Members Not Present:

- Lt Gen Charles B. Green (DoD Co-Chair)
- MG Karl Horst
- MSgt Christian MacKenzie
- Mr. David Rehbein
- Dr. Russell Turner

Members Arrived Late:

- None

Members Left Early:

- Dr. Steven Phillips – 12:15pm



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Members Left Early:

- None



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Appendix B:

Sign-in Sheet: