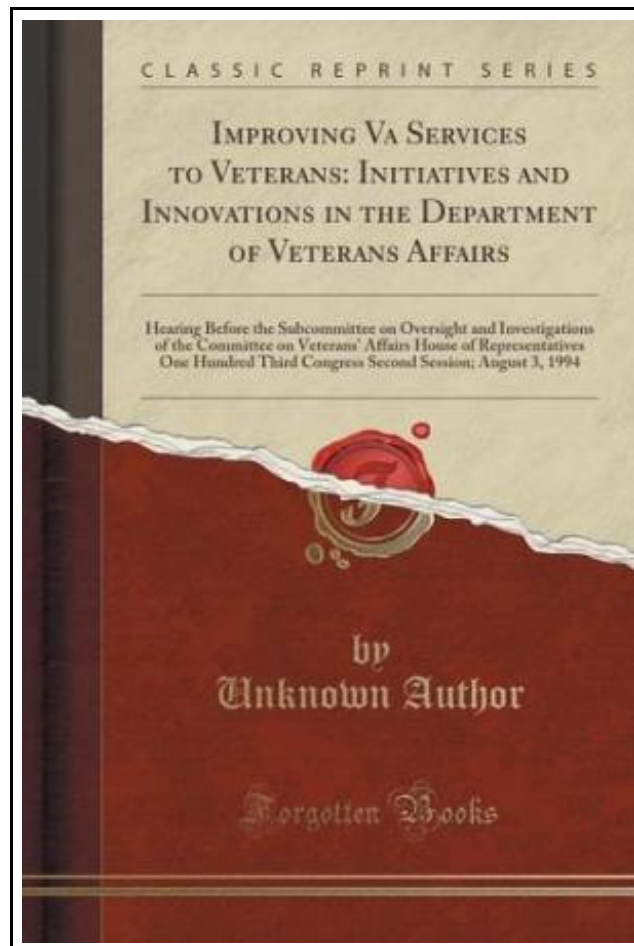


# Improving Va Services to Veterans: Initiatives and Innovations in the Department of Veterans Affairs: Hearing Before the Subcommittee on Oversight and Investigations of the Committee on Veterans Affairs House of Representatives One Hundred



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Forgotten Books, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Excerpt from **Improving Va Services to Veterans: Initiatives and Innovations in the Department of Veterans Affairs: Hearing Before the Subcommittee on Oversight and Investigations of the Committee on Veterans Affairs House of Representatives One Hundred** Third Congress Second Session; August 3, 1994 The subcommittee met, pursuant to call, at 8:30 a.m., in room 334, Cannon House Office Building, Hon. Lane Evans (chairman of the subcommittee) presiding. Present: Representatives Evans, Ridge, and Everett. Opening Statement of Chairman Evans Mr. Evans. Good morning and welcome. Today the subcommittee will be receiving testimony on innovative efforts to improve Va services to veterans. Our witnesses will be Hershel Gober, the decorated Deputy Secretary of the Department of Veterans Affairs, and a number of other VA employees. As recently reported in The American Legion magazine, please-the-customer service is making a comeback following decades of decline as more American businesses recognize the economic benefits of good customer service. President Clinton and Secretary Jesse Brown have both recognized and emphasized the critical importance of good customer service. In July of last year Secretary Brown initiated VA s campaign of Putting Veterans First. More recently, President Clinton issued an Executive Order directing Federal agencies to develop customer service standards and plans. The Administration and the VA are clearly committed to making service excellence a top priority. This subcommittee strongly endorses and supports this goal. Largely unknown, at facilities across America thousands of VA employees are working daily to improve health care services to our veterans. Sometimes the idea of a single employee becomes a better way to serve veterans. In other cases, entire facilities are working together. From these efforts many outstanding programs in the...

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