

# VA Establishes MyVA Advisory Committee

Mar 13, 2015

Washington - The Department of Veterans Affairs (VA) today announced the establishment of the MyVA Advisory Committee (MVAC). The Committee brings together skilled experts from the private, non-profit and government sectors to assist in reorienting the Department to better meet the needs of Veterans. This Committee is charged with advising the Secretary of Veterans Affairs with a focus on improving customer service, Veteran outcomes and setting the course for long-term reform and excellence.

The Advisory Committee will meet multiple times per year and will engage in periodic reviews to ensure the Department achieves the goals of MyVA. The Committee will provide advice on competing short-term and long-range plans, priorities and strategies to improve the operational functions, services, processes and outputs of the Department, and will also advise on appropriate levels of support and funding necessary to achieve objectives. Further, the Committee will review implementation of recommended improvements and suggest any necessary course corrections.

Members of the Committee have extensive experience in customer service, large-scale organizational change and advocacy for Veterans.

“The success of MyVA will be Veterans who are better served by VA, so the work of this committee is incredibly important,” said VA Secretary Robert A. McDonald. “The collective wisdom of our committee members is invaluable and each of them understands that VA must improve customer service and focus the Department on the needs of our Veterans. They are dedicated to that mission and I am grateful for their principled service to our Veterans.”

The biographies of Committee members are below. The group will hold their first meeting in April.

## **MG Josue “Joe” Robles Jr., US Army (Ret.)**

Mr. Robles retired from the U.S. Army as a Major General after 28 years in service and joined the United States Automobile Association (USAA), where he assumed the position of President and CEO in December 2007. In 2009, *The Christian Science Monitor* named Mr. Robles the “No. 1 Veteran in Business,” and *American Banker* named him “Innovator of the Year.” Mr. Robles retired from USAA in February 2015. He will serve as Chairman of the MyVA Advisory Committee.

## **Michael Haynie, PhD, Vice Chancellor, Syracuse University**

Dr. Haynie provides strategic leadership within the University’s campus-wide portfolio of

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Veteran and military-connected programs, partnerships and research – and works to develop new initiatives across the institution. He is an Air Force Veteran and serves as the Chairman of the Secretary of Labor’s Advisory Committee on Veteran Employment, Training, and Employer Outreach. Dr. Haynie serves as Executive Director of the University’s Institute for Veterans & Military Families, and he is the founder of Entrepreneurship Bootcamp for Veterans with Disabilities program. He will service as Vice Chairman of the MyVA Advisory Committee

**Herman Bulls, International Director, and Chairman Public Institutions, Jones Lang LaSalle**

Bulls has vast experience in executive oversight of teams in real estate development, investment management, asset management, facilities operations and business development/retention. He serves on corporate boards including USAA, Tyco International, Comfort Systems and Exelis. Additionally he serves as a director of the West Point Association of Graduates and the Military Bowl, an NCAA sanctioned post season football game. An Army Veteran, Bulls is a graduate of the United States Military Academy at West Point and Harvard Business School.

**Teresa Carlson, Vice President, Worldwide Public Sector Amazon Web Services**

Ms. Carlson brings more than 20 years of experience as a business executive driving innovation and change, and producing successful business results. She is a leader in the information technology field. Prior to joining Amazon, Ms. Carlson served as Vice President of federal government business at Microsoft. She has 15 years of experience in the health care field and was recently named to Washingtonian Magazine’s “100 Most Powerful Women,” among other awards.

**Richard H. Carmona, M.D., M.P.H, FACS, 17<sup>th</sup> Surgeon General of the United States**

Dr. Carmona is a combat decorated and disabled U.S. Army Special Forces Vietnam Veteran. He is currently a Distinguished Professor at the University of Arizona, holds numerous public and private leadership positions and has extensive experience in public health, clinical sciences, health care management, national preparedness and a commitment to prevention as an effective means to improve public health and reduce health care costs while improving the quality and quantity of life.

**Delos “Toby” M. Cosgrove, M.D., CEO and President, Cleveland Clinic**

Dr. Cosgrove has emphasized patient care and patient experience in his leadership of the Cleveland Clinic, including the reorganization of clinical services. Dr. Cosgrove has launched major wellness initiatives for patients, employees and communities. He was ranked in Modern Healthcare’s “100 most powerful people in healthcare” and “most powerful physician executives.” He is a Veteran of the U.S. Air Force.

**Laura Herrera, MD, Deputy Secretary for Public Health, Maryland Department of Health & Mental Hygiene**

Dr. Herrera has served as Chief Medical Officer for Maryland and assisted the Secretary of

Health on implementation of innovative health delivery reform structures in the state system. She served as a Medical Officer in the U.S. Army Reserve, National Director of Women's Health and the Acting Deputy Chief Officer of Patient Care Services in the VA's Veterans Health Administration.

**Chris Howard, DPhil, President, Hampden-Sydney College**

Mr. Howard currently serves as president of Hampden-Sydney College. In addition, he was nominated and confirmed as a member of the National Security Education Program Board. Mr. Howard is a member of the Board of Directors of the American Council on Education and has served as Vice President for Leadership & Strategic Initiatives at the University of Oklahoma. He is a retired Air Force Lieutenant Colonel.

**Nancy Killefer**

Ms. Killefer served as a Senior Director in the DC office of McKinsey & Company. During her career, Ms. Killefer has focused on strategy, marketing and organizational effectiveness and efficiency issues with an emphasis on consumer-based and retail industries. Ms. Killefer also founded and led McKinsey's global public sector practice. She is a former Chief Financial Officer, Chief Operating Officer and Assistant Secretary for Management at the United States Department of the Treasury, and has previously chaired the IRS Oversight Board. Ms. Killefer now serves on a number of corporate Boards and is the Vice Chair of the Defense Business Board.

**Fred Lee**

Mr. Lee is a nationally recognized expert and consultant in the patient and family experience. He is the author of the best-selling health care leadership book, *"If Disney Ran Your Hospital, 9 1/2 Things You Would Do Differently."* His career in hospital management and expertise in quality improvement has changed the language of patient satisfaction in hospitals, and introduced experience based improvement to change management and staff engagement.

**Eleanor "Connie" Mariano, M.D., Founder, Center for Executive Medicine**

Dr. Mariano was the first female director of the White House Medical Unit and the first military woman to become a White House Physician to the President. Dr. Mariano joined Mayo Clinic's Executive Health Program upon departure from the White House, and has since founded the Center for Executive Medicine. Dr. Mariano is a retired Navy Rear Admiral.

**Jean Reaves**

Ms. Reaves is a Vietnam Era Veteran who has been a Veteran Advocate for the last 20 years. She is a member of AMVETS and several other Veteran Service Organizations. She is currently President of North Carolina AMVETS Service Foundation. Ms. Reaves also served as Veteran Liaison for United States Senator Kay Hagan. She also is the wife and mother of Veterans.

**Maria "Lourdes" Tiglao, Director of Outreach and Resource Development, The District Communications Group**

Ms. Tiglao is a Veteran of the U.S. Air Force and was a co-founder of the first USAF Critical

Care Medical Attendant Team in the Pacific. Ms. Tigalo currently serves as Regional Communications Manager for Team Rubicon, a Veteran disaster response service organization.

**Robert E. Wallace, Assistant Adjutant General and Executive Director, Veterans of Foreign Wars**

Mr. Wallace is a Vietnam Veteran and is responsible for the day-to-day operations of VFW activities in Washington, DC. Mr. Wallace's VFW service follows a successful career in banking, and positions in New Jersey state government in Veterans Affairs and Employment and Training commission.

<http://www.va.gov/opa/pressrel/pressrelease.cfm?id=2683>