

Date: December 27, 2017

From: Interim Director, VHA Member Services (10NF)

Subj: VHA Member Services Organizational Chart Changes

Thru: Assistant Deputy Under Secretary for Health for Administrative Operations (10NA)

Deputy Under Secretary for Health for Operations and Management (10N)

Acting Principal Deputy Under Secretary for Health (10A)

To: Executive in Charge, Veterans Health Administration (10)

1. VHA Member Services (MS) organization charts require updates to document recent realignments of organizations and functions, and **internal reorganization initiatives**. The current authorized ceiling for Member Services is 2,737 full-time equivalent employees (FTEE).

2. **Organizational and Functional Realignments:** The effected realignments change the authorized ceiling to 1,916 FTEE as follows:

a. Medical Center Solutions

- i. 1 FTEE realigned from MS Medical Center Solutions to the Office of Nursing Services (ONS) to more directly align with the clinical call center efforts.

b. Veterans Point of Service/Kiosk (VPS/Kiosk):

- i. 14 FTEE realigned from MS Program Administration, VPS/Kiosk to the Office of Veterans Access to Care (OVAC) to properly align duties/resources and gain efficiencies.

c. **Veterans Crisis Line (VCL):**

- i. 802 FTEE from MS Operations, VCL to the Office of Mental Health and Suicide Prevention (OMHSP).
- ii. 10 FTEE from MS Enterprise Support Services (ESS), Training and Quality Management to OMHSP, VCL.
- iii. 3 FTEE from OMHSP, VCL to MS EEO/Privacy Office to provide EEO, Privacy, Freedom of Information Act and Records Management support to VCL.

d. New FTEE to support VCL:

- i. 3 FTEE requested for MS Human Resources/Resource Management to continue to adequately support VCL. The attached organization charts include these additional FTEE.

3. Internal Reorganization Initiatives:

- a. Eliminate 30 over hires by repurposing existing vacancies into permanent positions.
- b. Re-establish and/or enhance quality functions crucial to MS Operations that will ultimately improve customer satisfaction and enhance the Veteran experience, as follows:
 - i. Repurpose existing FTEE vacancies in the Health Resource Center to re-establish and integrate quality functions previously removed.
 - ii. Realign 8 FTEE vacancies in Compliance and Internal Controls (CICPO) to the Health Eligibility Center (HEC) to expand and enhance HEC quality functions.
- c. Eliminate Program Administration:
 - i. Establish Quality Management Office
 - 1. According to VHA Directive 1026, VHA Enterprise Framework for Quality, Safety, and Value, it is VHA policy that an enterprise-wide framework be established for each organizational level that integrates the functions of quality, safety, and high-reliability to achieve value for Veterans. While there have been components of a quality management system within VHA Member Services, enterprise-wide framework has yet to be established. The proposed organizational chart change creates such a framework via the Quality Management Office (QMO) and the Chief Quality Officer that facilitate a culture of continuous improvement, aligned with VHA strategic guidance and resource allocation, and consistency with the VA Core Values.
 - 2. Realign Enterprise Risk Management, Strategic Planning, Process Improvement, and Requirements Management to the QMO.
 - 3. Eliminate Organizational Development and realigned encumbered positions (2 FTEE) to QMO.
 - ii. Realign Business Policy Office (5 FTEE) to MS ESS, Knowledge Management.
 - iii. Create Chief of Staff (CoS) organization

1. Realign Communications, Enterprise Support Services, Human Resources, and Resource Management to CoS.

4. Point of contact is Garth Miller at 404-828-5201.

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Garth G. Miller, FACHE
Interim Director,
VHA Member Services

Date

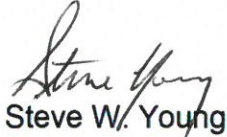
Concur Non-Concur



Tammy Czarniecki, MSOL, MSN, RN
Assistant Deputy Under Secretary for
Health for Administrative Operations

Date

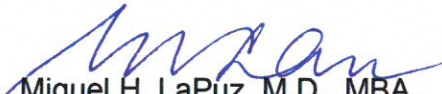
Concur Non-Concur



Steve W. Young
Deputy Under Secretary for Health
for Operations and Management

Date 1/8/18

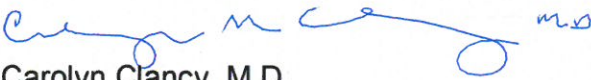
Concur Non-Concur



Miguel H. LaPuz, M.D., MBA
Acting Principal Deputy Under
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Date 1-8-18

Approve Disapprove



Carolyn Clancy, M.D.
Executive in Charge,
Veterans Health Administration

Date 2/7/18