



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

December Business Meeting Minutes Doubletree Hotel Washington, D.C.-Crystal City

Tuesday, 4 December 2012

The meeting began at 8:31am with an opening statement by Mrs. Suzanne Crockett-Jones which mentioned the efforts of the Task Force over the last two fiscal years. This was followed by introductions by all Task Force members in attendance. Lieutenant Colonel Sean Keane was unable to be present for the start of the meeting but arrived at 8:42am. In the absence of a Department of Defense Co-Chair, Major General Richard Stone assisted Mrs. Crockett-Jones in running the meeting.

At 8:39am, MG Stone transitioned into a discussion regarding the first site visit of the fiscal year at Walter Reed National Military Medical Center (WRNMMC) that occurred on November 13-15, 2012. The attendees for the site visit included Ms. Crockett-Jones, CSM DeJong, Mr. Drach, CAPT Evans, and Dr. Phillips, and MG Stone. The Members complimented WRNMMC for the consistency of care while consolidating two premiere medical facilities during wartime but noted that there was still work to do in making the hospital a joint facility. They discussed improvements in the transition between inpatient and outpatient while noting the WRNMMC campus needed to be more conducive to disabled patients. The Task Force then took a break at 9:25am, at which time Ms. Karen Malebranche left the meeting for the remainder of the morning.

The meeting resumed at 9:47am with Dr. Jessica Jagger and Dr. Suzanne Lederer from the Task Force's Research Team who reviewed moderator protocol with the members in preparation of the FY2013 installation visits. The Research Team reviewed the two types of protocols and important facilitating techniques. They also discussed the minimal changes to the protocols based on the previous year and the WRNMMC site visit field test. The Members asked for the Research Team to highlight specific areas of facilitating that they need to improve on and to clarify best practices on facilitating focus groups held through teleconference. The Task Force took a break at 10:45am.

The Task Force resumed the meeting at 11:02am with Dr. Elspeth Ritchie, a committee member on the Institute of Medicine's Committee on the Assessment of Ongoing Effects in the Treatment of Posttraumatic Stress Disorder (PTSD). She discussed the purpose and outcomes from Phase 1 of the study, which was released in a report in July 2012. Dr. Ritchie mentioned that even though all services were asked for data, the Army supplied the most information during Phase 1. The committee recommended various innovative treatments of PTSD but could not analyze their effectiveness as the Service Members do not have access to these treatments. She



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mentioned that there are more than 100 PTSD programs across the services but there are barriers to high-quality PTSD treatment. Phase 2 of the assessment is ongoing and is scheduled for release in July 2014. The Task Force took a break at 12:17pm for lunch.

At 1:02pm, the meeting resumed. MG Stone left for the day and Ms. Malebranche had returned. Mr. Michael Conner, from the National Guard Bureau, provided an updated overview of the Transition Assistance Advisor program from the last presentation in 2011. Mr. Conner began by presenting an updated Transition Assistance Program slideshow that is provided to Service Members. Mr. Conner went on to discuss ways that Transition Assistance Advisors conduct outreach to find wounded warriors and how they internally share best practices.

This presentation was immediately followed by Colonel Jill Faris and Mr. Raymond Holdeman from the Army National Guard who updated the Task Force on the National Guard Medical Management Processing System and the Reserve Component Managed Care pilot study. COL Faris provided a detailed overview on the Medical Management Processing System, including key positions and timelines. Mr. Holdeman discussed the Reserve Component Managed Care pilot which resulted in the Department of Defense creating regulation that will significantly affect how National Guard create Title 10 orders for Soldiers to receive medical treatment. The Task Force took a break at 3:05pm.

At 3:16pm, Colonel Keith Knowlton, from Reserve Component Soldier Medical Support Center in Florida, provided a presentation on the functions of the medical support center to Army National Guard and Reserve Component personnel. COL Knowlton provided a general overview, discussed the center's best practices for tracking medical evaluation board packets and their challenges regarding received documentation. He also discussed the medical evaluation board validation process and timeline standards for the medical support center.

Ms. Dailey closed out the day's session at 4:30pm.

Wednesday, 5 December 2012

The second day of the meeting opened at 8:30am with Mr. Constantine, Ms. Malebranche, Dr. Turner, and MG Stone not present for the start of the day. Mrs. Crockett-Jones opened the public forum with an introduction of Mr. Michael Parker, a public forum participant. Mr. Parker provided a statement focused on his disagreement with the Physical Disability Board of Review (PDBR) and their ability to review and conduct adjudications. He believes that the PDBR is exceeding its authority.



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Ms. Dailey also introduced submitted written statements for the public forum. The first statement provided was from Mr. Scott Morong who offered comments regarding his Warrior Transition Unit experience and his PDBR process. Mr. Zumalt, a medically retired Chief Warrant Officer two, provided another statement regarding his experience with the Warrior Transition Unit and his transition out of the military. The Task Force took a break at 8:55am to set up for the panel at 9:00am.

The Task Force resumed the meeting at 9:00am with a Special Compensation for Assistance with Activities of Daily Living (SCAADL) panel. Subject matter experts provided a presentation on how their respective military Service manages SCAADL. The Army G1 and Warrior Transition Command mentioned that the Army estimates that 100% of eligible recovering warriors are receiving SCAADL but they are looking to improve publicity Army-wide. The Marine representative discussed that the Marine Corps has effective marketing. He also brought up overall issues with needing to standardize eligibility evaluation criteria and needing to train families on difference between non-medical attendant payments and SCAADL payments. The Navy panelist was confident that all eligible Sailors are currently receiving SCAADL and discussed the importance of working with all Services for SCAADL best practices. The Air Force representative mentioned that not all eligible Airmen were receiving SCAADL but discussed that it is a voluntary program. She also discussed some best practices including appropriate training for the Nurse Case Manager and Recovery Care Coordinator on SCAADL forms as well as monthly checks and balances conducted to safeguard against discrepancies in payments. The panelists included some discussion on the challenges with tax liability and on their service specific appeals processes. The Task Force commended the services' efforts over the last year with SCAADL. At 10:13am, the Task Force took a break.

At 10:31am, the meeting resumed. During the break, Dr. Turner arrived. Mr. Michael LoGrande, President of the Physical Disability Board of Review (PDBR), provided an overview of the PDBR's functions. Mr. LoGrande discussed how the Air Force was given responsibility to stand up the PDBR which conducts a joint service medical review board of submitted documents. He highlighted that the board can only provide a recommendation after review and that 99% of recommendations have been accepted. Mr. LoGrande also discussed the effectiveness of their mailing outreach to Veterans who are eligible to have their documents reviewed by the PDBR. The Task Force took a break at 11:36am for lunch.

At 1:00pm, the Task Force reconvened. CAPT Evans left for the day while Mr. Constantine and Ms. Malebranche were present for the afternoon session. Ms. Dailey led the Members through the review of upcoming installation visits and business meetings. After laying out each location, Task Force Members identified who would be participating in each site visit. The Task Force conducted a break at 2:00pm and Ms. Dailey made an administrative note that



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the last brief by Dr. Kelly had been cancelled. The Recovering Warrior Panel would be the last event of the day.

At 2:19pm, the Recovering Warrior panel began. The panel was comprised of two recovering warriors and two spouses of recovering warriors: Mr. Chris Frost, SGT Matt Ramsey, Mrs. Christina Essex, and Mrs. Jessica Allen. Each panelist was at a different stage in their recovery process. Each panelist agreed that information on IDES was difficult to find and communication, especially with Physical Evaluation Board Liaison Officer (PEBLO), needs to be improved. The spouses voiced concerns over better training of Warrior Transition Battalion (WTB) cadre regarding compassion and medical care. Two panelists shared mixed experiences regarding the Informal Physical Evaluation Board (IPEB) appeals process where one panelist had various issues while another had no issues. Some panelists also commented on noticing some level of division of care by military Service. Regarding best practices, the panelists mentioned Medical Evaluation Board (MEB) legal as a great resource and the overall medical care provided, especially at WRNMMC, was outstanding.

The business meeting concluded at 3:52pm.

Verified by:

Non-Department of Defense Co-Chair:

Mrs. Suzanne Crockett-Jones

Date: 26 Dec 2012



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Appendix A:

Tuesday, 4 December 2012

Members Present:

- Mr. Justin Constantine
- CSM Steven D. DeJong
- Mr. Ronald Drach
- CAPT Constance Evans
- Mrs. Suzanne Crockett-Jones (Non-DoD Co-Chair)
- LtCol Sean P. K. Keane
- Ms. Karen Malebranche
- Dr. Steven Phillips
- Mr. David Rehbein
- MG Richard Stone
- Dr. Russell Turner

Members Not Present:

- None

Members Arrived Late:

- LtCol Sean P. K. Keane (8:42am)

Members Left Early:

- MG Richard Stone (12:17pm)



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Wednesday, 5 December 2012

Members Present:

- Mr. Justin Constantine
- CSM Steven D. DeJong
- Mr. Ronald Drach
- CAPT Constance Evans
- Mrs. Suzanne Crockett-Jones (Non-DoD Co-Chair)
- LtCol Sean P. K. Keane
- Ms. Karen Malebranche
- Dr. Steven Phillips
- Mr. David Rehbein
- Dr. Russell Turner

Members Not Present:

- MG Richard Stone

Members Arrived Late:

- Mr. Justin Constantine (12:50pm)
- Ms. Karen Malebranche (11:00am)
- Dr. Russell Turner (10:27pm)

Members Left Early:

- CAPT Constance Evans (1:00pm)



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Appendix B:

Sign-in Sheet:

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Tuesday, Dec 4

RWTF Business Meeting December 2012

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