

Will Carr: What are the biggest things that need to be fixed right now, in your opinion?

Rima Nelson: There's a lot to be fixed. I mean, we're focusing on access, as you know. This was what brought attention to Phoenix, so access is at the top as well as quality and safe care. But to give you an idea of the numbers that we're dealing with, from last year to this year, we enrolled over 4,000 new veterans into the Phoenix VA healthcare system and we had over a million outpatient clinics visits in this past year as well. In addition, we deal without about 1,400 consults a day, which is over 350,000 consults per year. So that should give you an idea of the volume that we're working with, so access is important, though sale quality measures are important. But I would say what I've brought to this is making sure that we are looking at this on a daily basis. We cannot take our eye off of this because the volumes that I described are very large, and in order for us to make sure that veterans have access to this care, we have to ensure that the capacity to provide this care is balanced with the demand.