

Will Carr: Anything else that you want to add, Director Nelson, that you would like for people to know? There's a lot of critics out there, as you're well aware of.

Rima Nelson: Mm-hm.

Will Carr: Anything else that you can do to quell their fears about the future of this facility?

Rima Nelson: Well, what I would like to say is that there are a lot of great things happening here at the VA in Phoenix. Again, we have a great group of committed employees, 37 percent of them being veterans themselves. We have tremendous support from our community partners who want to see that we are successful. The areas we need to continue to work on, like I mentioned, because veterans are enrolling into the Phoenix VA, is the area of access, and in addition to that, quality. So the things I described about the sale measures are things that are at the forefront of what we do. We are looking at that and making sure we address lengths of stay and so forth, but there's a lot of good things happening here and what I would like to see is that when stories are written and told about the Phoenix VA, that those are balanced and fair because it is the veterans that watch and listen that are the ones most affected and we want to make sure that the veterans hear both sides of the story.

Will Carr: And that's certainly why we wanted to talk to you and I appreciate you taking the time. And I know not all easy questions, but there's a lot of

questions out there by the veterans who use this facility, so we do really appreciate you sitting down and answering those for us.