

Will Carr: As you know, whistleblowers have come forward since 2014 with various allegations. There's been some recently saying that data is still being manipulated here. Is that the case?

Rima Nelson: You know, every employee, and I've said this from the beginning, that we cannot fix what we don't know, and I'm very happy to say that I've had many employees come forward with concerns and issues in their area, and these concerns and issues have to do with systems that are not working the way they should. So I'm appreciative that employees are engaged and involved and are willing to not only bring it to our attention but to work to be part of the solution to fix it. We're all in this together, we're here to serve veterans, and to make sure that they get the care in the timeframe that they need it and make sure it's of high quality. I will not tolerate a culture where there's retaliation. That is not the culture that we want here, so I have an open door, I continue and will continue to say I cannot fix what we don't know, what I don't know.