February 7, 2017

Dear Veterans Enrolled for Care At the VA:

The Department of Veterans Affairs (VA) National Salute to Veterans is observed annually during the week of Valentine’s Day, a day of caring and sharing, which underscores the Salute’s expression of honor and appreciation to inpatient and outpatient Veterans. This year’s observance will be February 12-18, 2017.

First and foremost, we at the VA want to thank Veterans for their Service to our country, and for allowing us the opportunity to provide care and services at our VA facilities in Alpena, Bad Axe, Cadillac, Cheboygan County, Clare, Gaylord, Grayling, Oscoda, Saginaw, and Traverse City. It continues to be our honor and privilege to serve those who have served.

The reason I write this letter is to share with all of you the many commitments we are making to ensure high quality and accessible health care we continue to provide to Veterans.

Our VA recently had an Office of the Inspector General visit, which lasted three days. This inspection was rigid, thorough, and provided us insight on opportunities for improvement. Fortunately, the findings were minor and within our realm to resolve quickly. We welcome such oversight, which provides us the occasion to learn how we can do things better, not only for Veterans, but for our dedicated employees.

We continue to implement programs which support the MyVA initiative. The goals of this initiative include: Putting the Veterans’ interests first, empowering employees and helping them deliver excellent customer service to improve the Veteran experience, improving or eliminating processes which impede good customer service, and rethinking our internal structures and processes to become more Veteran-centric and productive.

When we keep our focus on our mission, “To care for those who shall have borne the battle, and for their families and their survivors,” we do great things. One way we support the mission is through our dedicated volunteers and community support. We encourage individuals, or groups, interested in visiting Veterans, becoming a volunteer, or contributing through donations, to contact Voluntary Service at 989-497-2500, Extension 13360.
We are eager to create positive changes which will ultimately enhance the Veterans’ health care experience, and we look forward to partnering with Veterans and their families in their health care journey to promote positive health outcomes.

Sincerely,

Ginny L. Creasman, Pharm.D. FACHE  
Medical Center Director  
Aleda E. Lutz VA Medical Center  
Saginaw, Michigan