

ADDENDUM

Extract of terms used by Department of Veteran Affairs Secretary Lewis in his latest one third page contribution to the Veteran Affairs newsletter.

- Early intervention special access to treatment
- Actuarial model to provide a rigorous evidence based framework to improve design/delivery of services
- Different modelling tools to improve provisional access to medical treatment
- Defining initiatives to better meet the health/wellbeing needs of veterans
- Develop a client and provider satisfaction framework
- Complete an analysis of the current health/wellbeing services landscape
- Develop a service management operating model
- E-Market platform for consumer directed care

All these meaningless terms in one third of the page! Perfect example of public service drivel – a more out of touch example you would be hard pressed to find.

Not one of these terms were practically explained nor how any of it might possibly assist veterans.

This - in a newsletter specifically written to “inform veterans” of progress in how an admittedly faulted department is now going to actually perform its primary function - assist veterans.