

MEAB Improving Access Work Group  
PROCESS FOR POLICY OR PROCEDURE CHANGES  
3/16/15

1. The Work Group (WG) will identify specific barriers to access to items or services, and bring them to the attention of DVHA staff.
2. WG will discuss the barriers and brainstorm ideas for possible solutions with DVHA staff at a WG meeting. DVHA will make reasonable efforts to have DVHA staff, who are responsible for a particular area or issue, participate in the discussion.
3. WG will propose changes to reduce the barriers to health care to DVHA staff. WG will state these recommendations in writing, as clearly and as specifically as possible.
4. DVHA will respond to the WG recommendations prior to the next WG meeting in writing. If it agrees with the proposal, it will describe its implementation plan. If it rejects the proposal, it will explain why. If it has other suggestions or solutions, it will present that counter-proposal, and give its reasons.
5. At the next meeting, the WG will discuss DVHA's response and future steps.
6. If WG and DVHA come to an impasse on making a change, the WG will decide whether to bring its proposal to the full MEAB, and/or to the DVHA Commissioner.
7. If WG decides to bring a proposal to the full MEAB, that proposal will include;
  - A description of the problem
  - A description of the efforts that have been made to date to resolve the problem, and DVHA's rationale for rejecting WG's proposal.
  - A statement of what the WG would like DVHA to do
8. WG will present the recommendations to the full MEAB at a regularly scheduled meeting.
9. At the next MEAB meeting, the full MEAB will discuss the recommendations and vote on them.
10. If approved, the MEAB will give the recommendations to the Commissioner of DVHA for further consideration.
11. The Commissioner will give his or her response and the rationale for the response at the next MEAB meeting.