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# Compensation Service Quality Call

VA Logo - "my VA - Putting Veterans First"

Image of VA Seal

**Opening Remarks**

* Diana Williard, *Quality Assurance Officer, Program Review,  
  Quality Assurance*

**Collaboration with Examiners at the Regional Offices**

* Maruta Grean, *Performance Specialist, DEMO*

**Foundation Blocks of Adjudication and Promulgation – 800 Series Work Items and Eligibility Determinations**

* Aaron Cantrell, *Consultant, Instruction Staff, Training*

**Poll Question – Claim for Increase of SC Eczema**

* Bonnie Kirby, *Rating Consultant, Program Review, Quality Assurance*

**Recent Live Manual Updates**

* Cindy Windham, *Senior Authorization Quality Review Specialist, Program Review Staff, Quality Assurance*

**Updated Drill Pay Procedures**

* Andrew Bodyk, *External Liaison, Interagency Data Sharing, Procedures Staff*

**Quality Review and Consistency Topics**

* George Boyd, *Consultant*, *Quality Review & Consistency, Quality Assurance*

**Fiscal Year 2015 Error Corrections**

* Richard Osborne, *Lead Consultant,* *Quality Review & Consistency, Quality Assurance*

**Closing Remarks**

* John Capozzi, *Assistant Director, Quality Assurance*

**TMS and Next Quality Call Information**

* David Hannigan, *Chief QRT, Program Review, Quality Assurance*

**Questions & Answers**

* Quality Call Presenters

### April 20, 2016

### 1:30 pm Eastern

### [Join online meeting](https://meet.rtc.va.gov/cindy.windham/D9K8VLF3)

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### AGENDA