

Compensation Service Quality Call



AGENDA

May 13, 2015

1:30 PM (EDT)

Online Meeting Link

1-855-767-1051

Conf ID Code 4228283

View the PowerPoint presentation by selecting the online meeting link.

Listen to the presentation by using computer audio or a telephone line.

If you are using computer audio or a USB headset connected to your computer to listen, select "Use Lync (integrated audio and video)" when joining the Lync meeting.

If you are using a telephone line to listen to this meeting:

1. Dial 1-855-767-1051; enter the Conference ID code, and then press the # key.
2. Select "Do not join audio" when joining the Lync meeting.
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Opening Remarks

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

Using VBMS-R to Rate the Progression of a Disability

- Christopher Whynock, *Program Analyst, VBMS PMO*

Compensation Pension Knowledge Management

- Luke Tickner, *Senior Collaboration Strategist, Collaboration Strategies Team*

Site Visit Findings – EP 930 for Corrections

- Melvin Gerrets, *Lead Operations Analyst, Program Operations*

QRT Q-Tips

- David Hannigan, *QRT Chief, Program Review*

How to Locate Quality Call Material

- Robert Johnson, *Senior Rating Quality Review Specialist, Program Review*

Questions & Answers

- Quality Assurance Staff

Closing Remarks

- Karen Townsend, *Assistant Director, Quality Assurance*

TMS and Next Quality Call Information

- David Hannigan