

voices))) of integrity



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"We have to come back and be accessible."

Hi. I'm Randall Kilgore. I'm the Compliance and Business Integrity Officer at the Truman VA Medical Center in Columbia, Missouri.

I also wear the hat as the Ethics Officer for our facility. Integrity to me is extremely important because, it fits into one of the principal values that we have in preserving trust, and trust is dependent upon my accessibility and the vulnerability of the person or process that I'm dealing with.

Now, let me explain that. So if I've engaged a Veteran who is very concerned about a bill, or concerned about the way they have been treated, that Veteran has made themselves very vulnerable.

So to balance that vulnerability, we have to then come back and be accessible. And our accessibility is going to be grounded in a lot of our values, such as reliability, accountability, being trustworthy, and being honest and transparent in our dealings.

The greatest benefit to Veterans is having some level of assurance that what we say,

what we do, and the way we say and do is reliable and comes from a place of trust. Certainly there are times I don't have answers to questions that have come up. But I try to make myself as available and ready to respond to get back with somebody when there's some research required to give an answer.

So I think it is very important that we set about to do those things we say we're going to do, and we do them with a high degree of transparency and honesty, and, at times, in a courageous sort of way.

The popular thing may not be to take a certain action, and yet it's the very action that requires us to do the right thing for the Veteran. You know, we need to do this. It's not part of our normal routine, or our customary way of handling business. But in this case, it's gotta be done, and it's the right thing.