

SPEAKER BIOGRAPHIES

Patricia Hayes, PhD



Patricia Hayes, PhD, is the Chief Consultant for Women's Health Services in the Office of Patient Care Services for the Department of Veterans Affairs (VA).

In this role, Dr. Hayes oversees the delivery of VA health care services for over 650,000 women veteran enrollees. Dr. Hayes is a 32-year VA employee, having started in the early 1980s as a clinical psychologist seeing Vietnam-era Veterans with PTSD. She is currently the Veterans Health Administration (VHA) Lead for the VA Women Veterans Program.

Recently, Dr. Hayes successfully worked across VHA to expand initiatives for women veterans' health care into a broad range of areas of importance, including cardiac health, reproductive health and birth defect prevention, and a comprehensive evaluation of care provision to women veterans. She chaired the Under Secretary for Health Workgroup on the Enhancement of Primary Care to Women Veterans, a plan to organize women's health primary care at every VA access point. Currently her office is implementing patient-aligned care teams as an integral part of health care services for women veterans.

Dr. Hayes has collaborated with VA researchers on topics including organization of care delivery, satisfaction with care, and evaluation of quality disparity, and published articles on gender disparity in health care and on improvement of care for women across the nation. She often is called to testify before Congress on matters related to healthcare for women veterans.

Dr. Hayes was a national finalist for a 2012 Service to America Medal for Career Achievement (SAMMIES award).

Shurhonda Love



Shurhonda Love, a service-connected disabled veteran, was appointed Assistant National Legislative Director of the nearly 1.3 million-member Disabled American Veterans (DAV) on Aug. 12, 2015. In this capacity, Ms. Love works to support and advance federal legislative goals and policies of the DAV to assist disabled veterans and their families, and to guard current benefits and services for veterans from legislative erosion.

Ms. Love joined DAV's professional staff as a national service officer trainee in 2008 at the Montgomery, Alabama National Service Office. In 2011, she was promoted to assistant supervisor of the National Service Office in Salt Lake City, Utah. The following year in October, she was appointed supervisor of the New Orleans, Louisiana National Service Office, where she served until her appointment to the national legislative staff.

Ms. Love served on the National Advisory Committee from 2010 to 2012. In Chapter 12 in Alabama, she held the positions of Junior Vice and Senior Vice Commander. Ms. Love chaired the Department of Alabama's Women Advisory Committee. She is a DAV life member of Chapter 23 in Westwego, Louisiana.

A native of Dallas, Texas, Ms. Love enlisted in the Texas Army National Guard in 1990. She joined the Regular Army in 1995 and served as a medic until she was discharged as a result of service-connected disabilities in December 2002.

Lauren Augustine



Lauren Augustine is a Legislative Associate for the Iraq and Afghanistan Veterans of America (IAVA). In this capacity, she advocates Congress to improve the lives of veterans and their families through legislation.

Ms. Augustine served in the US Army as an unmanned aircraft systems operator flying RQ-7Bs, better known as the Shadow. She deployed with the Big Red One, 1st Infantry Division, to Taji, Iraq providing surveillance and reconnaissance for central Iraq and Baghdad.

Following her time in the Army, Ms. Augustine worked as a veteran career coach, where she provided employment counseling for veterans hoping to work for the federal government. She currently lives in Woodbridge, Virginia with her husband. In addition to owning and operating a small business, Ms. Augustine remains active in local programs to help young girls develop leadership skills.