



MyVA overview

July 15, 2016

VA



U.S. Department
of Veterans Affairs

MyVA is about fulfilling our mission

To care for him who shall have borne the battle and for his widow, and his orphan.

- Abraham Lincoln, 1865

Today, we say to care for *those* “who shall have borne the battle,” and for their families and their survivors.

MyVA is about living our values



Integrity
Commitment
Advocacy
Respect
Excellence

VA overview

- Clients:
 - 22.0 Million Living American Veterans
 - 8.9 Million enrolled with VA for healthcare
 - 6.5 Million unique patients treated in FY2013
- Employees:
 - 340,000: ~ 1/3 are Veterans (Goal of 40%)
 - 2nd Largest Department in Federal Government

<u>Veterans Health Administration (VHA)</u>	<u>Veterans Benefits Administration (VBA)</u>	<u>National Cemetery Administration (NCA)</u>
Health Care <ul style="list-style-type: none">- Primary Care- Mental Health- Specialty Care- Long Term Services and Support- Rehabilitation & Prosthetic Services- Medical Research	Insurance Home Mortgage Education Compensation Pension Vocational Rehabilitation & Employment	Memorial & Burial Benefits Headstones and Markers National Shrines Grants to States

Why America Needs VA

Veterans need VA and Americans benefit from VA

- #1 mail order pharmacy in the nation
- #1 rated consumer agency – NCA
- Braintrust – innovation at work

Research, leading to advances in Medical Care



- Pioneered electronic health records
- First successful liver transplant
- Nicotine patch
- Bar codes for dispensing medications
- 3 Nobel Prizes and 7 Lasker Awards

Training, Essential to Build and Maintain Proficiency of Care

- Affiliated with over 1,800 education institutions
- 7 out of 10 U.S. doctors received training at VA



Delivery of Clinical Care

- Largest integrated health care network
- 240,000 episodes of care per day
- Higher customer satisfaction rates than civilian hospitals
- New Peer Reviewed Studies in Mental Health, HEDIS, Oncology show equal or superior quality compared to Private Sector

MyVA Transformation

Make Veterans *want* to be our customer

myVA
Objectives

Improving the **Veteran Experience**

Improving the **Employee Experience**

Improving **Internal Support Services**

Establishing a Culture of **Continuous Improvement**

Enhancing **Strategic Partnerships**



MyVA: 5 takeaways

1

We are creating a new VA. Veteran-centric. Innovative. Inclusive. Built on our proud legacy and strengths.

2

We are changing the culture. Principles-based. Focusing on leadership and improving the employee experience.

3

We are focused on one common Department agenda. 12 Breakthrough Priorities. Clear outcomes and goals. Clear ownership. Collaboration through cross-organizational teams.

4

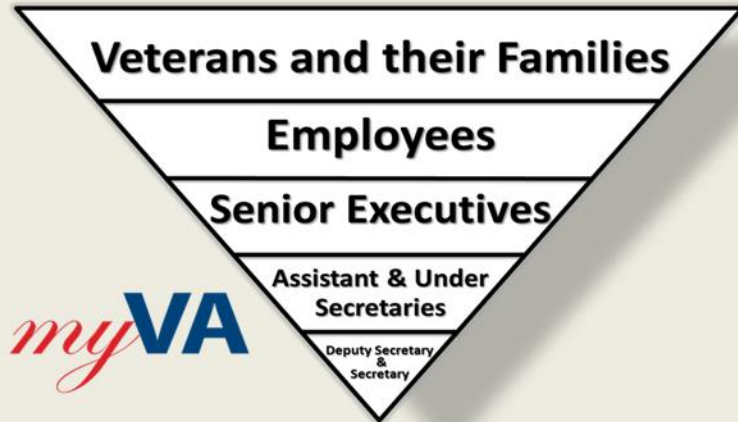
We are making progress. Changes are underway. Real tangible results in 2016. Momentum building for 2017 and beyond.

5

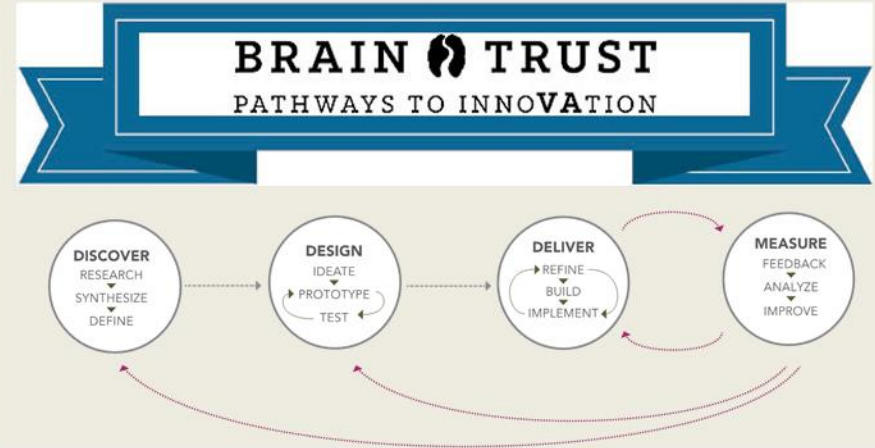
We are all in this together...and we need help. Budget. Legislation. Partnerships.

We are creating a new VA

Veteran Centric

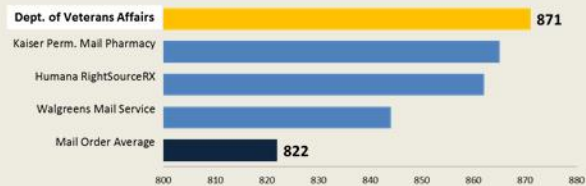


Innovation and new capabilities

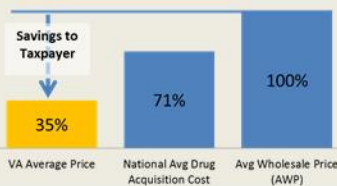


Leveraging our strengths

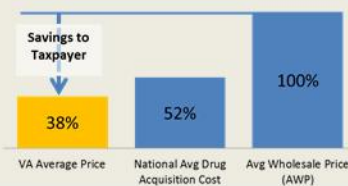
J.D. Power's Mail Order Pharmacy Overall Satisfaction



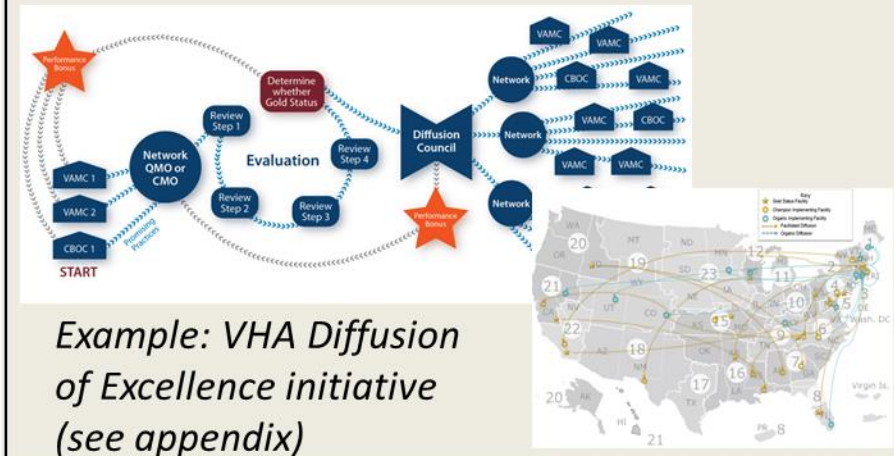
Branded Drugs - Average Unit Price



Generic Drugs - Average Unit Price



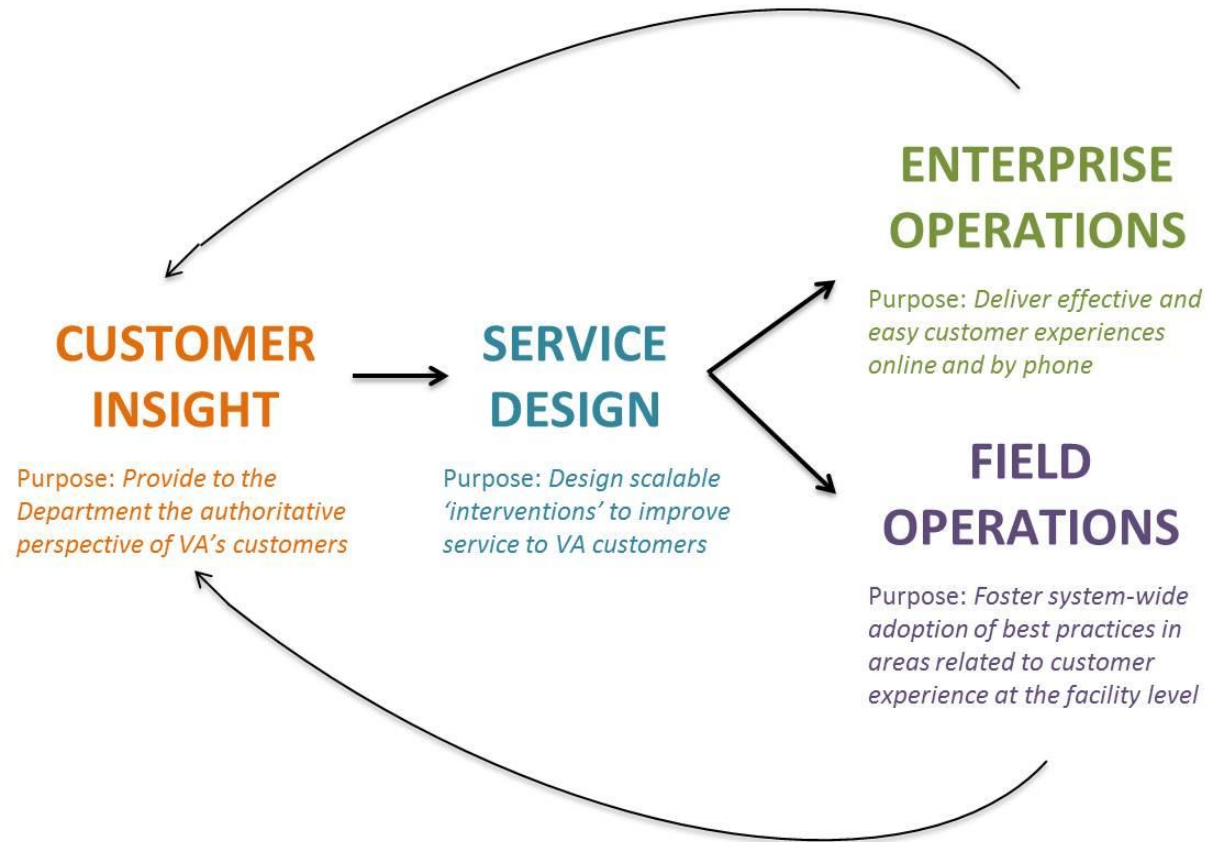
Sharing best practices



Example: VHA Diffusion of Excellence initiative (see appendix)

Veterans Experience Office

*Build trusted relationships, one Veteran,
one colleague,
one community
at a time.*



Dimensions of Veterans Experience

"I got the services I needed."

Effectiveness

We have national standards to ensure that we provide a **consistent, high-quality level of service** for Veterans, regardless of VA facility

"It was easy to get the services I needed."

Ease

We work to make the service feel **predictable**, by **setting expectations** with Veterans and making sure they understand where they are in the process.

"I felt like a valued customer."

Emotion

We strive to **engage** and **connect** with Veterans through service that demonstrates empathy, making them feel like they are valued and heard.

VETERAN EXPERIENCE

Leveraging Human Centered Design

PROJECT FRAMING

We are delivering an action oriented set of design tools and methods

TODAYS FOCUS

Journey Maps

VA needs to see the whole Veteran—making sure we understand their goals and what they are trying to accomplish as they interact with VA—so we can better understand where VA fits in their lives along with identifying gaps in customer service.



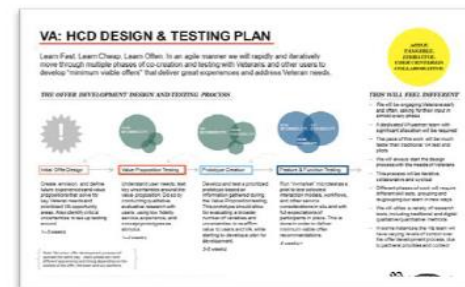
Personas

Our 10 personas help us take a "needs-based" approach to understanding our customers, helping VA product or service owners generate concepts for processes and products that directly affect potential VA customers.



Iterative Prototyping

Learn Fast, Learn Cheap, Learn Often – in an agile manner we will rapidly and iteratively move through multiple phases of co-creation and testing with Veterans and other users to develop “minimum viable offers” that deliver great experiences and address Veterans’ needs.



DEPARTMENT OF VETERANS AFFAIRS CONFIDENTIAL | MARCH 2016



DOBLIN

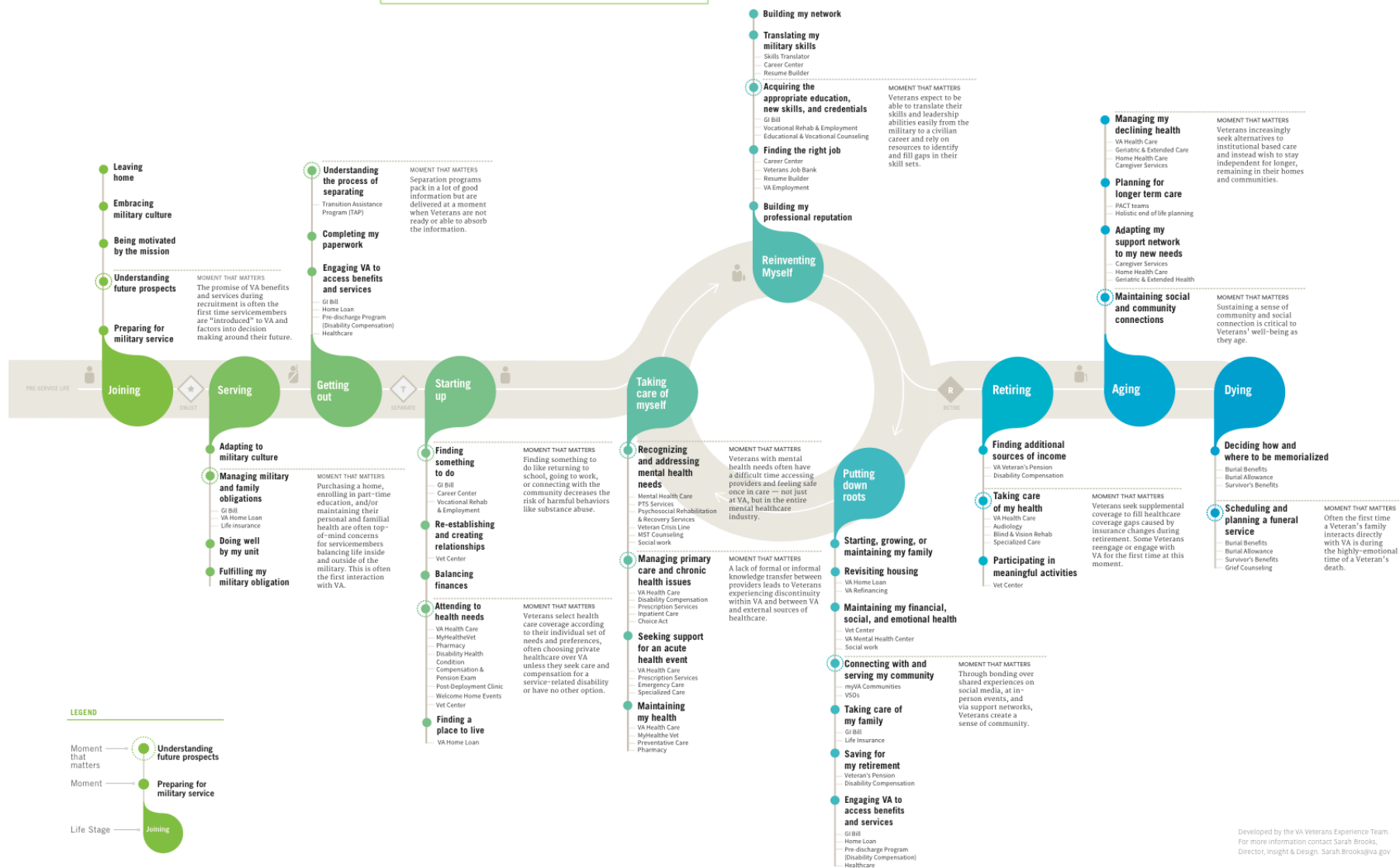
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JOURNEYS OF VETERANS MAP

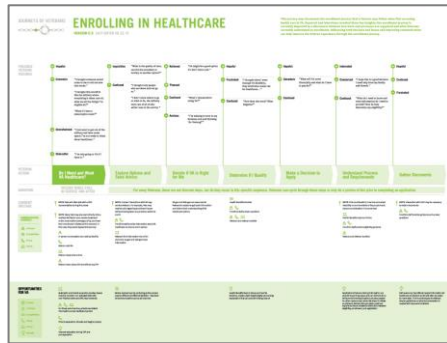
This map covers ten life stages any Veteran may encounter, from pre-service to end of life. These life stages are organized in three phases in which Veterans' goals and aspirations are distinctly different. Each life stage lists out moments Veterans typically experience and associated VA services, and calls out key "moments that matter" which may have significant impact on Veterans' experiences.

Not all Veterans are the same and there is no "one" veteran. There are, however, a broad set of shared moments many Veterans will encounter and live through. Different Veteran personas will experience and navigate these moments in varied and disparate ways. Using this journey as a guide to organize and align around, VA can plan for and design better experiences for Veterans.

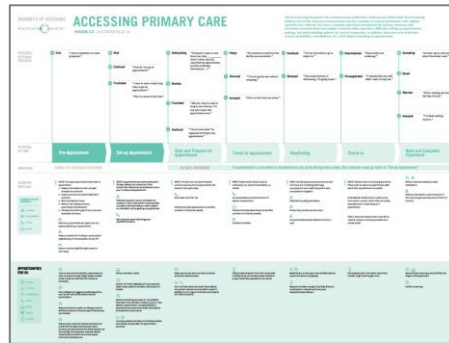
Life events impact individual goals and change priorities. Events like marriage, divorce, widowhood, birth of a child, obtaining a new degree, loss of housing, empty nesting, major illness and so on have profound effects on people's priorities and how they approach their lives—as well as how they interact and perceive services. These events are unpredictable and may happen at any point across this journey.



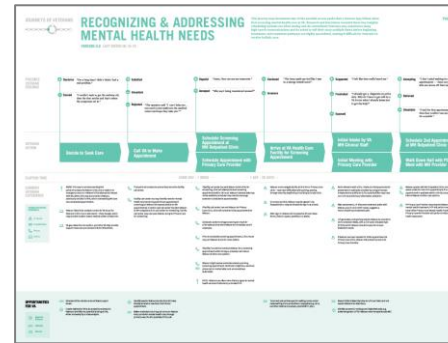
8 Key Veteran Journeys Through VA



ENROLLING IN
HEALTHCARE



ACCESSING PRIMARY &
SPECIALTY CARE



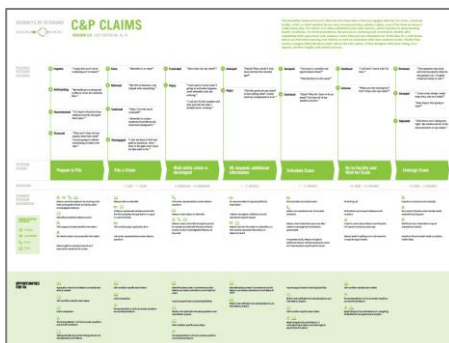
RECOGNIZING &
ADDRESSING MENTAL
HEALTH NEEDS



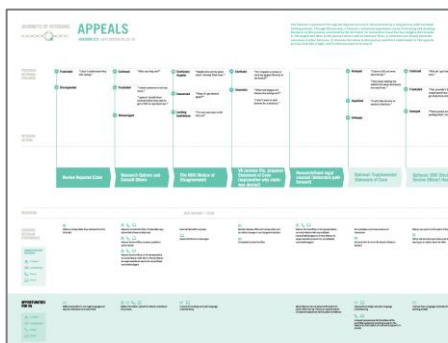
LOOKING FOR A JOB



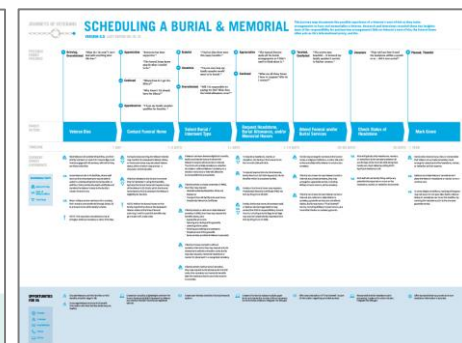
FINDING A HOME



C&P CLAIMS



APPEALS



SCHEDULING A BURIAL
& MEMORIAL

Plain Language Letters

Goal: VA's letters to Veterans will be simpler, clearer, easier to understand, and more effective.

APPROACH

- Veterans Experience ensures clarity, usability, and a single voice & tone
- Administrations ensures factual accuracy and drives implementation
- General Counsel ensures legal requirements are addressed
- Veterans test letters and ensure content meets their needs

WAVE 1: PROTOTYPE THE PROCESS WITH 5 KEY LETTERS

- Confirmation of Disability Claim filing (VBA)
- Disability Claim rating (VBA)
- RSVP (VBA/VHA, exam appt. call notification)
- Medical appointment (VHA)
- Medical appointment reminder (VHA)

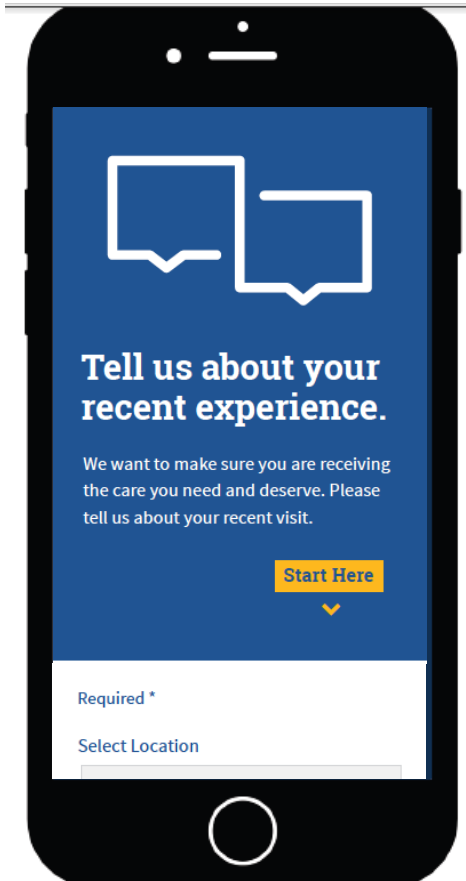
WAVE 2: APPLY PROCESS TO ALL VA LETTERS

- Gather all letters from VBA, VHA, NCA, BVA
 - Categorize and group letters by type. Eliminate redundancies (current state: there may be 100's of letter types serving the same purpose within one facility)
 - Identify high-priority letters based on data: # sent, Veteran pain points, SME input
- Work with administration SMEs and teams already engaged in letter-writing related activities
- Establish regular cadence of letter re-writes, work with administrations & concurrence cycles
- Implement letters in administration systems and processes

VA Feedback Tool

The VA feedback tool is a digital, interactive interface that allows Veterans to submit feedback in real time. With efficient back-end routing, the tool allows Veteran voices to be heard and answered promptly by the appropriate party:

- Allows Veterans to give their feedback at their convenience
- Allows facility an opportunity at real-time service recovery with Veterans
- Improves employee experience through mobile-ready case management system
 - Replaces legacy IT Systems (PATs)
- Keeps VA leadership current on Veterans experiences locally



Smart Phone Interface



Tell us about your recent experience.

We want to make sure you are receiving the care you need and deserve. Please tell us about your recent visit.

Start Here



Required *

Select Location

Select Location



Select Department

Select Department



Please rate your recent experience.*

“I got the care I needed.”

1	2	3	4	5
---	---	---	---	---

STRONGLY DISAGREE

STRONGLY AGREE

“It was easy to get the care I needed.”

1	2	3	4	5
---	---	---	---	---

STRONGLY DISAGREE

STRONGLY AGREE

“I felt cared for as a patient.”

1	2	3	4	5
---	---	---	---	---

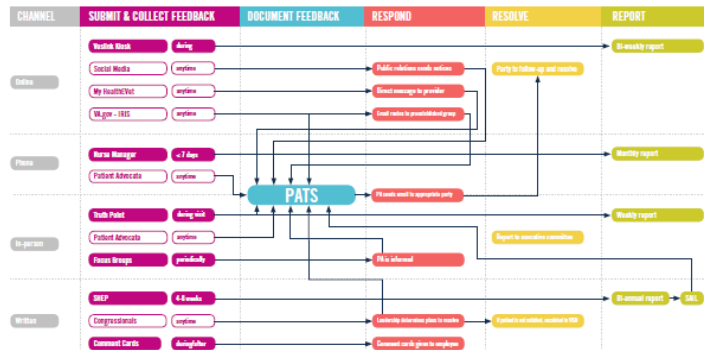
STRONGLY DISAGREE

STRONGLY AGREE

Tell us about your experience and how we can improve it...

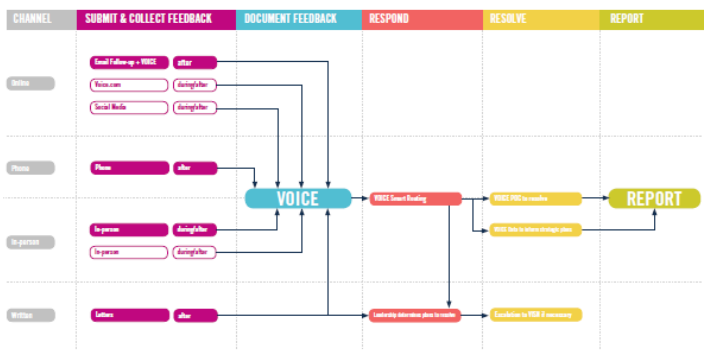
Current & Future State

Today, Veteran feedback is lost within a complex, inefficient system



Tomorrow, Veteran feedback will be streamlined through an interactive, digital interface

DRAFT



In the field

First pilot being conducted at Baltimore VAMC

- Most common Veteran issues
 - Canceled Appointment
 - Condition hasn't been treated
 - Medical records not correct
 - Phone wasn't answered
 - Wait time at appointment
 - Choice Program
 - Customer service
 - No follow-up
 - Scheduling takes too long
- "Leaning" their processes to better respond to Veteran issues

Employee Experience is critical to being able to react to Veterans' feedback

- Move from 'No, because...' to 'Yes, if...'
- Improving EE needs supervisor leadership skills
- What part of the problem do you own/ becoming part of the solution
- Frame benefit of change from employee perspective
- Training will not overcome attitude
- Individuals employees can and do make a difference

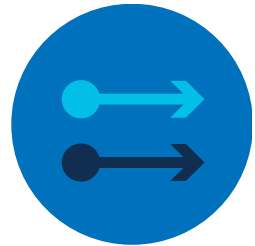
Own the Moment



**CONNECT
& CARE**
EMOTION



**UNDERSTAND &
RESPOND TO
NEEDS**
EFFECTIVENESS



**GUIDE THE
JOURNEY**
EASE

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

-Maya Angelou

In the field

- VA Boston HCS was the first pilot site for Own the Moment – February 2016
 - Additional pilots in Denver, Baltimore, Richmond
- VISN 1 has approved a standardized VISN wide customer service training that incorporates the Own the Moment principles and training.
- Own the Moment principles integrated into the new Vista Scheduling Enhancement training that is being rolled out nationwide – combines function and purpose
- Conducting integrated Own the Moment & Human-Centered Design workshops in Denver and Baltimore Regional Offices

Vets.gov will change the online experience

Vets.gov is a secure, cloud-based, single-platform website with a goal of meeting customers' needs. It strives to be a single, one-stop shop for information and self-service features for Veterans and those who care for them.

Approach

- **Veteran centered** (panel of ~130 Veterans)
- US Digital Service Team + VA collaboration
- **Agile “developing in the open”**

Improvements

- Platform benefits
- **Mobile first**
- 508 compliant
- **Improved services** (e.g., GI Bill Comparison Tool)
- **Improved content**

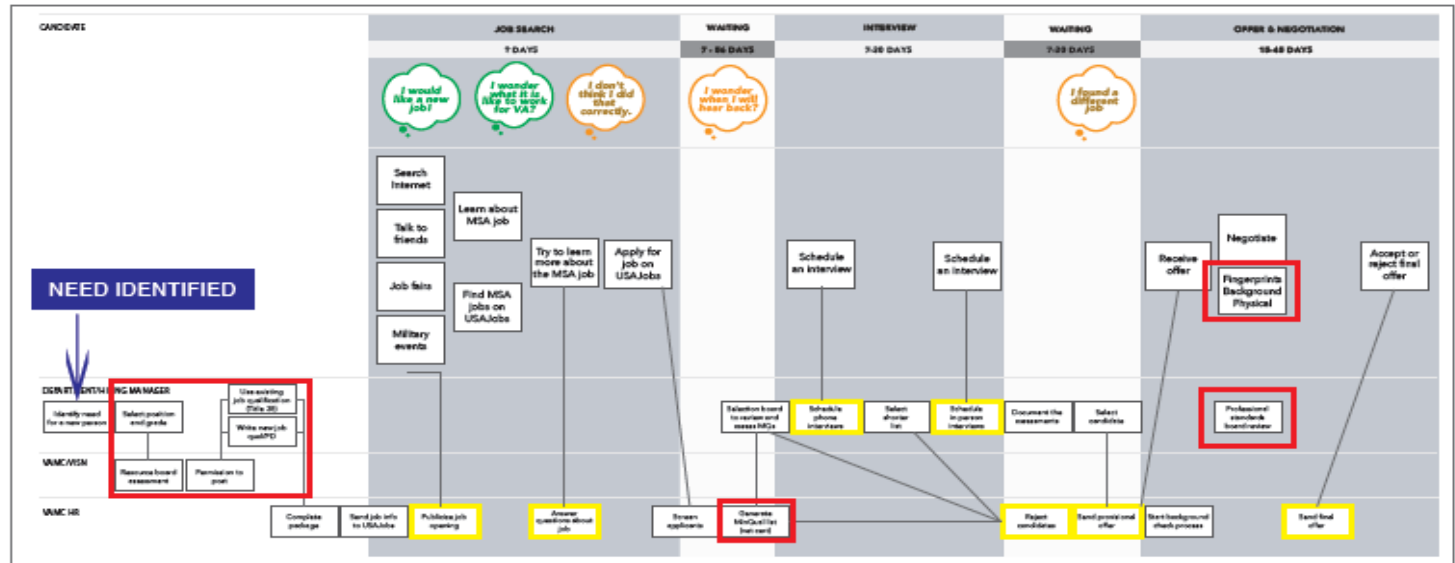
Rave reviews (see govfresh.com article on “9 reasons why Vets.gov is the future of federal government websites”)



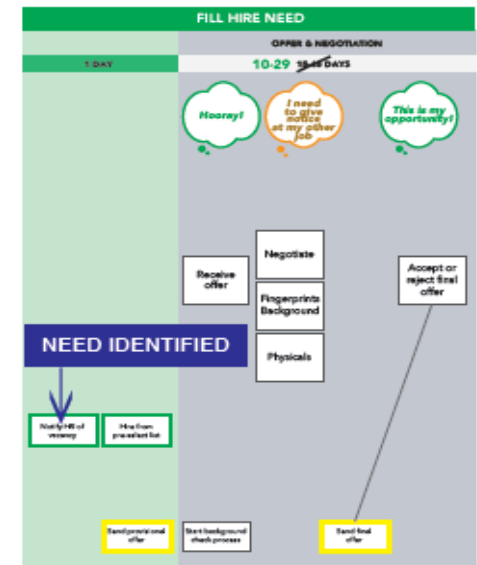
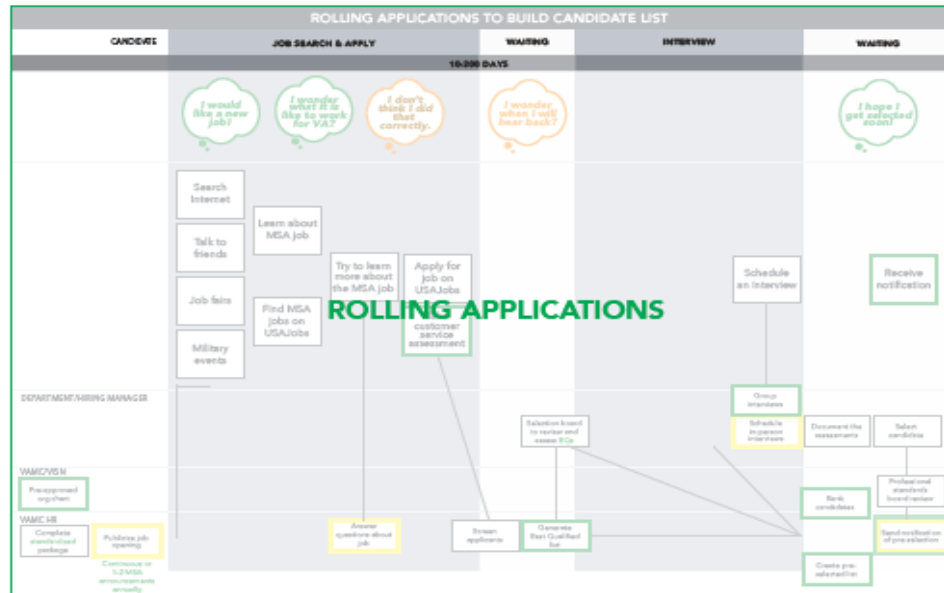
Leveraging design thinking and lean to improve internal processes

Example: Medical Support Assistant (MSA) hiring

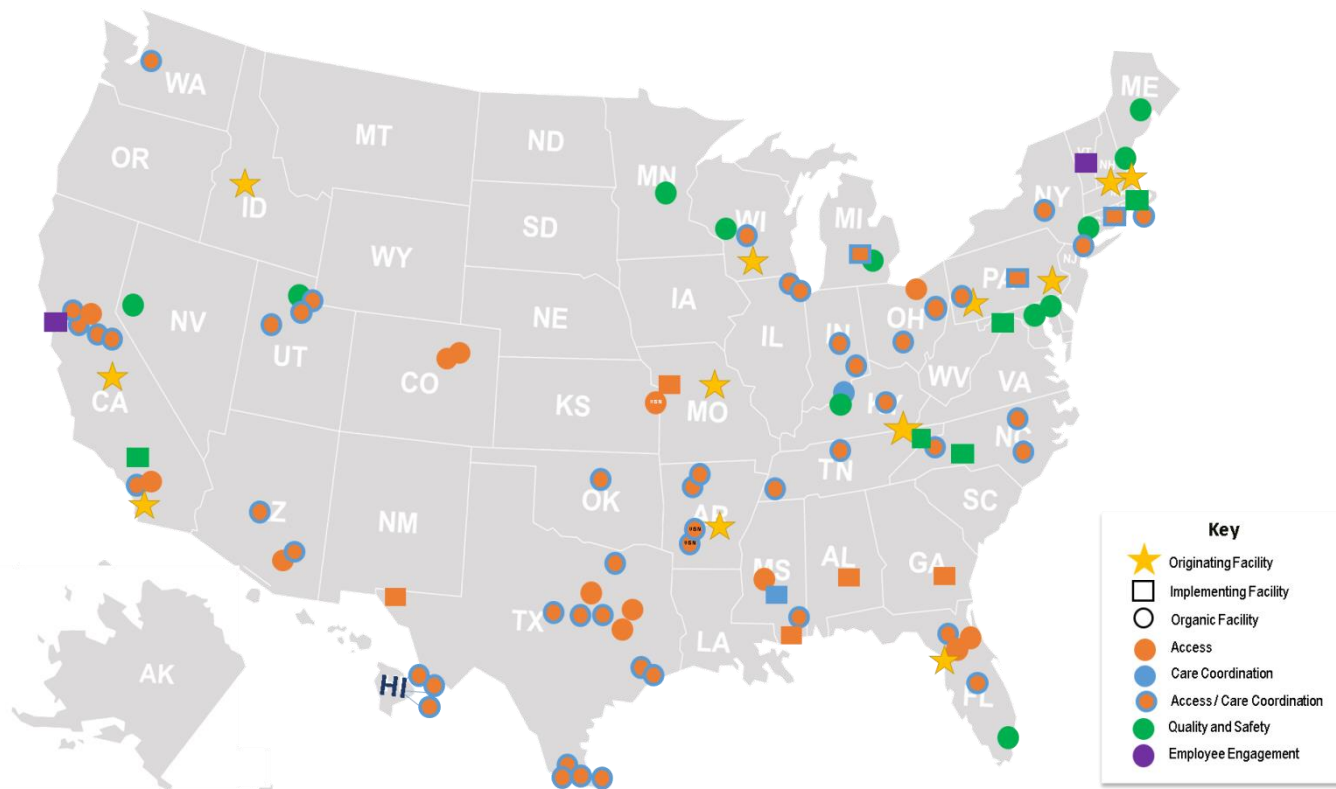
CURRENT
TIME TO HIRE:
**4-6
MONTHS**



NEW
TIME TO HIRE:
30 DAYS



Diffusion of Excellence: Spreading Best Practices



13 Gold Status
Practices identified

Sites already
implementing
within 60 days

Majority of sites
“organically”
adopting practices
by joining our
community.



Brain Trust: VA at the cutting edge of brain health

Inspiring and connecting thought leaders



Incubating ideas (Hackathon)



**50 ideas
pitched;
24 teams
formed**



Team Trusted Empathic Calming, insightful won the event with a cognitive companion that learns and understands the Veteran and assists him/her in progressing through rehabilitation and recovery.

https://www.youtube.com/watch?time_continue=12&v=9hgi6VhWLU

We are changing the culture

From a rules to a principles based



Nurse Sharon Levenson

Instead of following the VA rules, these Professionals followed the principle of making sure Veterans get the support that they have earned. With their



Chief John A. Richardson

determination and the help of local law enforcement, a Veteran's life was saved.



Officer Guy Gardner

"We are celebrating the kind of initiative displayed by these employees and herald their stories to inspire our other employees to be led by principles and values rather than rules and fear."

Celebrating those living our values



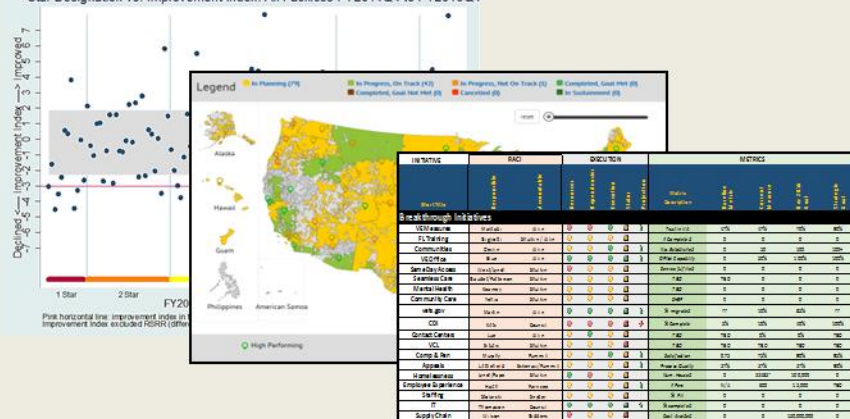
Example: MyVA Story of the Week (250+)

Leaders Developing Leaders



Managing like a business

Star Designation vs. Improvement Index: All Facilities FY2014Q4 to FY2015Q4



We are focused on 12 Breakthrough Priorities

Veteran touchpoints

- 1 **Improve the Veterans Experience**
- 2 **Increase Access to Health Care**
(same day primary care, seamless care, suicide prevention)
- 3 **Improve Community Care**
- 4 **Deliver a Unified Veterans Experience**
- 5 **Modernize our Contact Centers**
(to include Veterans Crisis Line)
- 6 **Improve the Comp & Pension Exam**
- 7 **Develop a Simplified Appeals Process**
- 8 **Continue to Reduce Veteran Homelessness**

Critical enablers

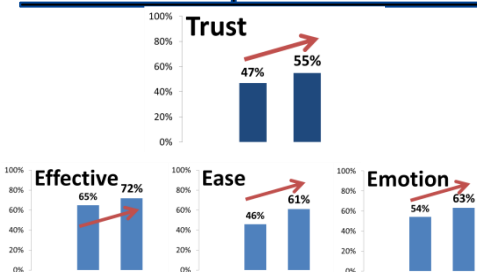
- 9 **Improve Employee Experience**
(to include leadership development)
- 10 **Staff Critical Positions**
- 11 **Transform OIT**
- 12 **Transform Supply Chain**

We have narrowed-down our near-term focus to the 12 “breakthrough priorities” depicted on this slide. On the left, are 8 “Veteran-facing” priorities. On the right are 4 “VA-facing priorities” to reform internal systems. But make no mistake—all 12 are designed to improve the delivery of timely care and benefits to Veterans.

Secretary Robert A. McDonald, Opening Statement before the Senate Committee on Veterans' Affairs *MyVA: VA's Transformation Strategy: Examining the Plan to Modernize VA* January 21, 2016

We are making progress

Veteran Experience Metrics



34+ Facilities Providing
Same Day Access

Veterans Experience Office
~50% staffed and operational

Vets.gov

65 MyVA Communities in place

23,766 LDL trained

RAMMP

1,249 net new doctors & 3,415 nurses hired within
last 12 months (ending Feb, 2016)

Front line customer service:
Hire right, hire fast (30 days)
25,000 MSAs being trained

Seamless Transfer of Paperless
Appeals to the Board

OMB Benchmarks for
IT Customer Satisfaction from
#19 to #5 out of 24 Federal Agencies

March Backlog Blitz led to 25% increase in all clean claims
processed and reduced total inventory by 55,174 claims

26 U.S. Cities and
2 States Have
Declared an End
to Veteran
Homelessness

MyVA Access Declaration

Veteran Appointment Request app
available in 10 locations

89% of Veterans Satisfied with
timeliness of appointments

81% Authorized Clean Claims are Being
Processed Within 30 Days

79,000 cross-trained on VA101

*Access stand-downs reviewed
over 56,000 urgent consults*

**46,702 Homeless Veterans and their Family Members were Housed or
Prevented from Becoming Homeless in Jan-May**

Strategic Partnerships with Google, PENFED CREDIT UNION, the Y, WOUNDED WARRIOR PROJECT, IBM, NASCAR, & more!

West LA

VBA blocked call rate cut from 59% in January to 29% in April

\$39M in Supply Chain Costs Have Been Avoided

VCL improvements

Veteran Experience metrics are improving; but we clearly still have work to do

VETERANS EXPERIENCE

BRAND

VE Measure	% Agree or Strongly Agree DEC 2015 (n=1,447)	% Agree or Strongly Agree JUNE 2016 (n=24,415)	Change
"I trust VA to fulfill our country's commitment to Veterans"	47%	55%	↑

EFFECTIVE

"I got the service I needed"	65%	72%	↑
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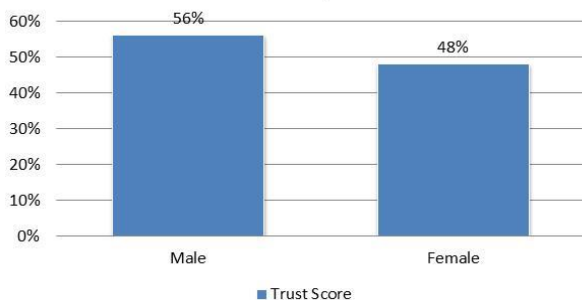
EASE

"It was easy to get what I needed"	46%	61%	↑
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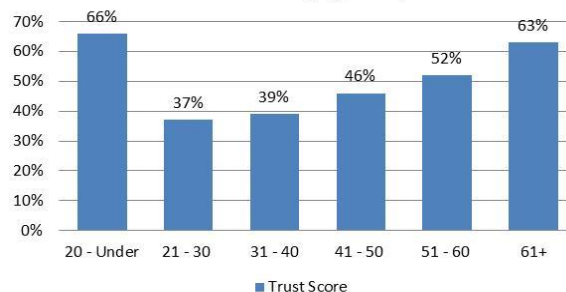
EMOTION

"I felt like a valued customer"	54%	63%	↑
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Trust Score - By Gender



Trust Score - By Age Group



Trust Score - By Administration



Enrollment for Healthcare Made *Easy* *Online, Phone and In-Person Improves Veterans Experience*

ONLINE- *More Accessible, Fast and Easy*

- On launch day (June 30, 2016) the new HCA had 101 applications submitted directly to ES; **46 Veterans** were enrolled instantly
 - Remainder of applications require case management to resolve issues including: purple heart unconfirmed, income reported above threshold, duplicate record, etc.
- Through July 10, 2016 a total of 1,756 applications have been received, with a total of **804 Veterans** enrolled through this method
- Half the time to complete; average time to complete HCA is 24 minutes
 - Compared to legacy VOA form took more than 60 minutes to demo (with experienced user)

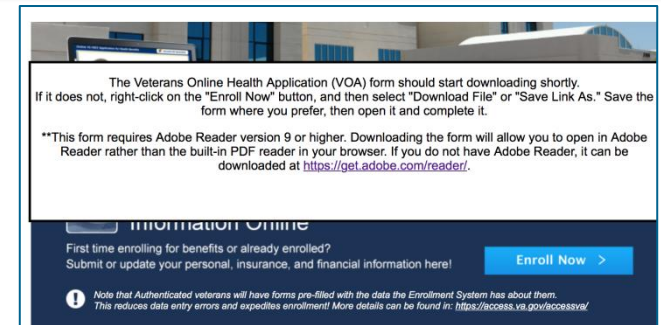
PHONE- *Enroll Simply by Telephone*

- Removal of Wet Signature allowing completion of enrollment by phone available July 5, 2016
- Eliminate back and forth between VA and the Veteran for signature

IN-PERSON- *Creating Ideal State in Medical Centers*

- Capability exists today but approach varies by Medical Center
- Making all enrollment sources available to Medical Center staff
- Piloting future state of enrollment process for walk in's

**Note: draft data from legacy VOA under validation*



Legacy Veteran Online Application (VOA)

A screenshot of the Vets.gov Online Health Care Application (HCA) form. The page has a dark blue header with the "VA Vets.gov" logo. Below the header, there is a "Health Care" link and a yellow "Apply for Health Care" button. The main content area is divided into two columns. The left column is a progress bar with steps 1 through 6: 1. Veteran Information (selected), 2. Military Service, 3. VA Benefits, 4. Household Information, 5. Insurance Information, and 6. Review. The right column is the "Personal Information" section, which includes a note "(*) Indicates a required field" and four input fields: "First Name *", "Middle Name", "Last Name *", and "Suffix" (with a dropdown arrow). The "First Name" and "Last Name" fields are currently empty.

Vets.gov Online Health Care Application (HCA)

MyVA Access Declaration

myVAaccess Declaration

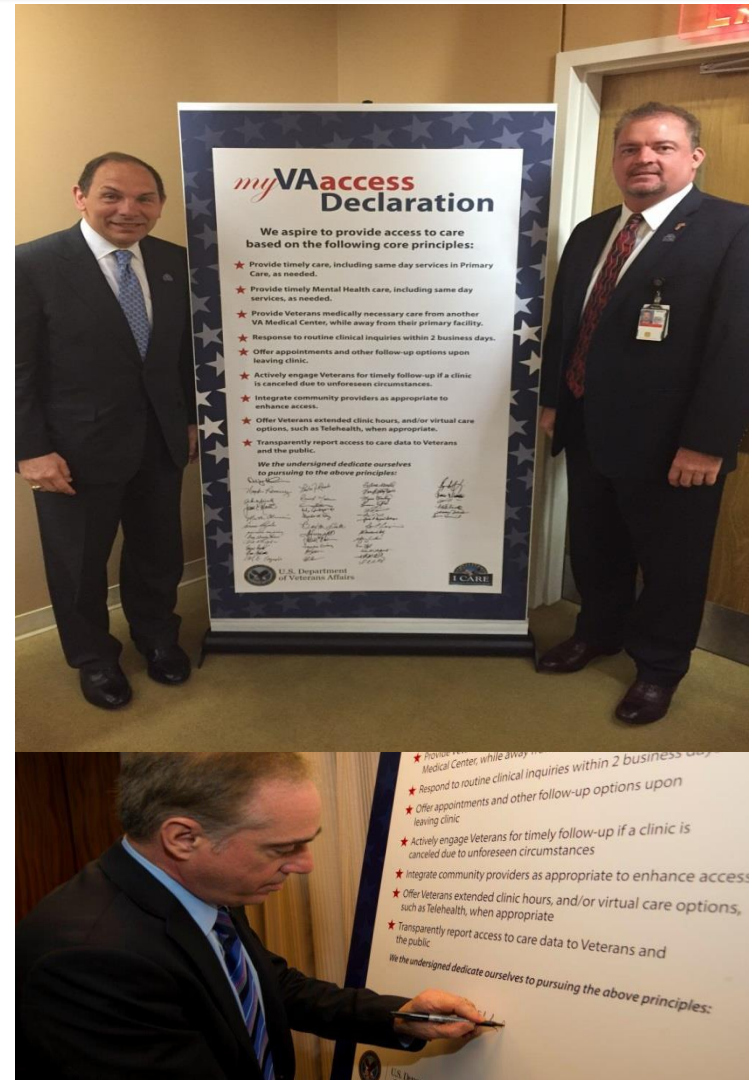
We aspire to provide access to care
based on the following core principles:

- ★ Provide timely care, including same day services in Primary Care, as needed
- ★ Provide timely Mental Health care, including same day services, as needed
- ★ Provide Veterans medically necessary care from another VA Medical Center, while away from their primary facility
- ★ Respond to routine clinical inquiries within 2 business days
- ★ Offer appointments and other follow-up options upon leaving clinic
- ★ Actively engage Veterans for timely follow-up if a clinic is canceled due to unforeseen circumstances
- ★ Integrate community providers as appropriate to enhance access
- ★ Offer Veterans extended clinic hours, and/or virtual care options, such as Telehealth, when appropriate
- ★ Transparently report access to care data to Veterans and the public

We the undersigned dedicate ourselves to pursuing the above principles:



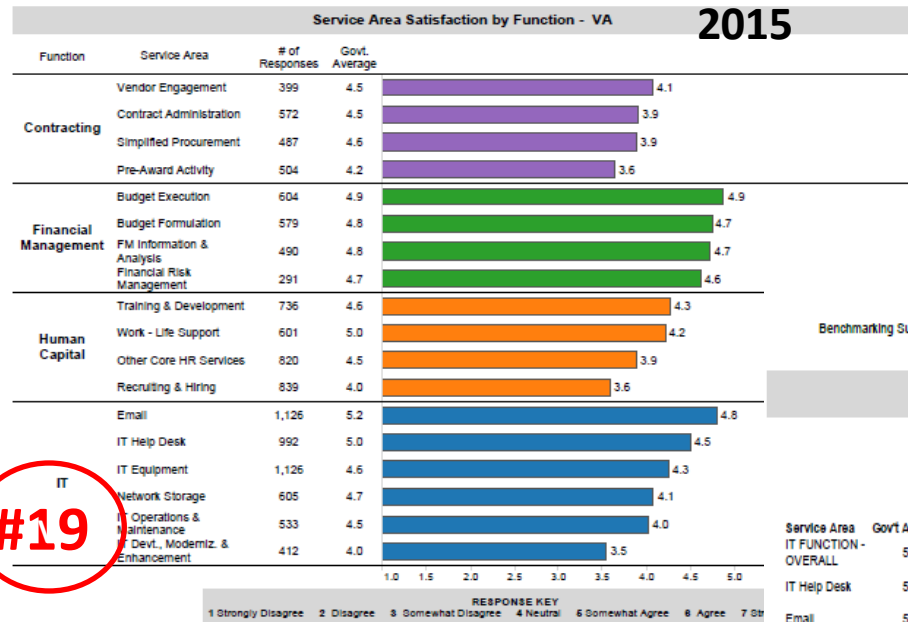
U.S. Department
of Veterans Affairs



OMB Benchmarks for IT Customer Satisfaction

From #19 to #5 out of 24 Federal Agencies

2015 Benchmarking Report for VA: Executive Summary



Customer Satisfaction Survey (CSS): In February 2015, GSA surveyed all GG-13 to GG-15 supervisors and OEO at 23 of 24 CPO Act agencies (USDA included). The 22,000+ survey responses provide a detailed picture of customer satisfaction for 18 service areas within Contracting, Financial Management, Human Capital, and IT.

"I am satisfied with the quality of support I received from IT function within the last twelve months."

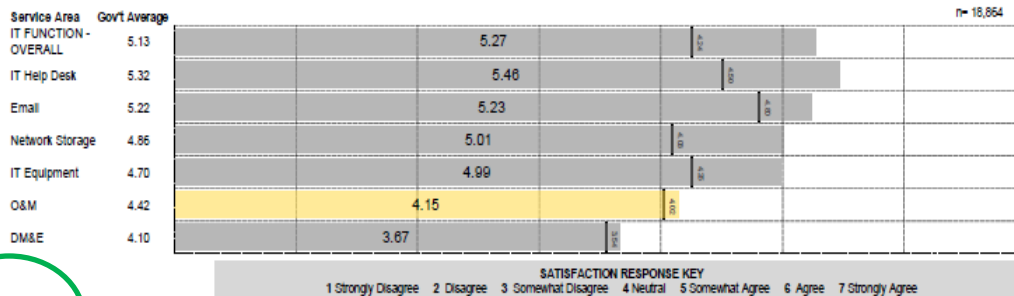
Benchmarking Summary Report: VA

Customer Satisfaction Survey Highlights
VA Information Technology

2016

Satisfaction with Information Technology Service Areas

"I am satisfied with the quality of support I received from the ___ Function/Service area during the last 12 months."



Satisfaction Rankings out of 24 Agencies, by Information Technology Service Area

IT FUNCTION - OVERALL	DM&E	Email	IT Equipment	IT Help Desk	Network Storage	O&M	IT Function Strategic Partner
Ranks 5 of 24	Ranks 21 of 23	Ranks 12 of 24	Ranks 4 of 23	Ranks 6 of 24	Ranks 8 of 23	Ranks 18 of 23	Ranks 18 of 24

Significant improvement

#5

LDL is cascading throughout the organization

- Leaders Developing Leaders trains VA leaders on **critical leadership skills**, while also **driving broad culture** change across VA
- Anticipated outcomes include...
 - **Engaged and authentic leaders**
 - Shared commitment to **continuous process improvement**
 - Cultural shift from rules-based culture to **principles-based culture based on ICARE values**



"I learned that my personal energy is critical to set the right example for those I am blessed to lead. I learned that my willingness to stand up and be genuine in a difficult time brought out the same in them." – David Leonard, VBA

- Trained over **13,600** Senior to Mid-Level Leaders across VA thus far
- More than **29,000** VA employees have participated in an LDL cascade
- **410+** LDL Round 2 improvement projects completed or underway

An example of engaged employees being entrepreneurial to improve Veteran/Employee Experience

- VetConnect developed by VBA employees in the Philadelphia Regional Office and VBA Central Office
- Event featured Philadelphia Veteran panelists and over 100 Philadelphia Regional Office Employees
- Veterans shared how they were introduced to VA benefits and services and the programs impacted their lives and their families lives (VA home loan, GI Bill, etc.)
- Veterans spoke positively about experience, but also expressed frustration with some of VA's bureaucratic elements
- Employees had the chance to see the faces of the Veterans they served
- Employees had the opportunity to hear from Veterans that the work they do is important
- A playbook/guide will be developed and shared throughout the department



We are maintaining focus on execution



Impacts on the life of the Employee

Impacts on the life of the Veteran

Item	Major Impacts on the Life of the Veteran	When	When / what to ask	Lead
1	KLDC			
2	KLDC			
3	KLDC			
4	KLDC			
5	KLDC			
6	KLDC			
7	KLDC			
8	KLDC			
9	KLDC			
10	KLDC			
11	KLDC			
12	KLDC			
13	KLDC			

Week In Review Express

Week in Review June 27 – July 1, 2016
Week In Review Express. MyVA Senior Leader and Breakthrough Initiative Meetings

Section 1 – Senior Leader Meeting: June 29, 2016

The Deputy Secretary hosted the MyVA Senior Leader meeting and conducted a review of the outstanding tasks listed below with the Accountable Officials. The Accountable Officials were able to specifically identify the time horizon milestone for completion of these projects before or after 10/1/2016.

Taskings – Battling Order

• Battling Order – We are looking at what we have accomplished and setting the agenda for 2017

1. September Annual Leader Meeting (Mehgan)

• Mehgan has the lead on the logistics for September 12-14. Scott Blackburn to work the agenda.

2. Same Day Access (VHA)

• How are we defining a facility to be capable?

• What are we doing to verify?

• How many are verified as capable? Or when will we know?

• When can we publicly declare a facility as capable?

• When will we be at 50, etc?

• Task – DepSec looking for absolute clarity on each outcome statement. Write down on a piece of paper what Same Day Access means. Make this available for the next MyVA Senior Leader Meeting

3. Healthcare enrollment via phone/web (VHA)

• Are we on track for 75?

• Anything the group needs to know to support?

4. Vets.gov 2016 VCL launch + VCL direct connect (Marina)

• Are we on track?

• Anything the group needs to know to support?

• VCL now available on Chat, Call etc

• Health Care soft launch demonstration

• Road map for Vets.gov to be released by Kelly O'Connor

5. Suicide numbers release and Million Vet Program 500k (VHA)

• Are we on track for 75?

• Anything the group needs to know to support?

• Task – Rosemary developing an internal and external one page message regarding suicide numbers.

• Dr. Shukin is reviewing the suicide data and will be at the Press Club next week. This will be an opportunity to test the message. "Suicide is a public health issue."

6. Facility locator – do we have a clear path forward? (DetVivica)

Leveraging Existing Systems



Driving Progress

Item	Measure	Target	Actual	Score	Score	Score	Score
1	VE Measures	Measure	Actual	Score	Score	Score	Score
2	Frontline CX	Customer	Score	Score	Score	Score	Score
3	Customer	Score	Score	Score	Score	Score	Score
4	VE Office	Score	Score	Score	Score	Score	Score
5	Same Day Access	Score	Score	Score	Score	Score	Score
6	Seamless Care	Score	Score	Score	Score	Score	Score
7	Mental Health	Score	Score	Score	Score	Score	Score
8	Community Care	Score	Score	Score	Score	Score	Score
9	Vets.gov	Score	Score	Score	Score	Score	Score
10	Health Management	Score	Score	Score	Score	Score	Score
11	Contact Centers	Score	Score	Score	Score	Score	Score
12	VCL	Score	Score	Score	Score	Score	Score
13	Comp & Pen	Score	Score	Score	Score	Score	Score
14	Appeals	Score	Score	Score	Score	Score	Score
15	Homelessness	Score	Score	Score	Score	Score	Score
16	Employment	Score	Score	Score	Score	Score	Score
17	Staffing	Score	Score	Score	Score	Score	Score
18	IT	Score	Score	Score	Score	Score	Score
19	Supply Chain	Score	Score	Score	Score	Score	Score

Strengthening Engagement



Engagement Plan

Department legislative priorities

1 Improve the Veterans Experience

2 Increase Access to Health Care (same day primary care, seamless care, suicide prevention)

- Budget Flexibility
- Leasing and Construction Requests
- Enhanced Telehealth Services

3 Improve Community Care

- VA Provider Agreement Legislation
- Consolidation Plan Legislation

7 Develop a Simplified Appeals Process

- Structural reforms providing Veterans timely, fair, quality appeals decisions

8

Continue to Reduce Veteran Homelessness

- West LA Mast Plan Enabling Legislation
- Partnership for Legal Services

10

Staff Critical Positions


- 80-hour workweek flexibility
- Competitive pay for VAMC & VISN Directors

MyVA is about Putting Veterans First

The best,
most
inspiring
mission

*my*VA

The
greatest
clients
in the
world

A black and white portrait of Theodore Roosevelt, showing him from the chest up. He is wearing a dark suit, a light-colored shirt, and a patterned tie. He has a mustache and is looking slightly to the left of the camera.

“ It is not the critic who counts;
not the man who points out how the strong man stumbles,
or where the doer of deeds could have done them better.
The credit belongs to the man who is actually in the arena,
whose face is marred by dust and sweat and blood;
who strives valiantly; who errs, who comes short again and again,
because there is no effort without error and shortcoming;
but who does actually strive to do the deeds;
who knows great enthusiasms, the great devotions;
who spends himself in a worthy cause;
who at the best knows in the end the triumph of high achievement,
and who at the worst, if he fails, at least fails while daring greatly,
so that his place shall never be with those cold and
timid souls who neither know victory nor defeat.”

- *Theodore Roosevelt*

**“Choose the
harder right
instead of
the easier
wrong”**

West Point Cadet Prayer

