12 Breakthrough Priorities and Outcome Statements

1

Improve the Veterans Experience

Measures

Veterans will feel a strengthened trust in VA to fulfill our country's commitment to Veterans. This will be accomplished by increasing the trust measure to 70% by year end and establishing a Department-wide customer experience measurement framework to enable data-driven service improvements.

MyVA Communities

Expand the network of Community Veteran Engagement Boards to 100+.

FL Training

Fully staff frontline with well-prepared employees who have been selected for their customer service orientation.

VE Office

Operationalize Veterans Experience Office.

2 **Increase Access to Health Care**

Same Day Care

When a Veteran calls or visits primary care at a VHA Medical Center, their clinical needs will be addressed that day.

Seamless Care

Veterans will be able to receive medically necessary care, referrals, and information from any VA medical centers in addition to the facility where they typically receive care utilizing existing VistA technology.

Mental Health

When Veterans call for a new mental health appointment, they receive a suicide risk assessment and immediate care if needed. Veterans already engaged in mental health care identifying a need for urgent attention will speak with a provider that day.

3 **Improve Community Care**

Improve Veterans' experience by streamlining Community Care Network access and improving relationships with providers and partners. Ensure access to a provider within 30 days of referral. Process/pay Community Care claims (clean) within 30 days 85% of the time and reduce backlog to <10% of inventory. Reduce referral and authorization time.

4 **Deliver a Unified Veterans Experience**

UDI

Provide Veterans, their families, and caregivers a single, easy-to-use, high-performing digital platform to access benefits and services.

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Deliver a Unified Veterans Experience (cont.)

CDI

Address top 100 search terms within one click. All content on the current public facing VA websites will be redesigned, rewritten in plain language, and migrated to vets.gov. Establish one authoritative source for Veteran contact information, military service history, and Veteran status.

5 ## Modernize our Contact Centers

Contact Centers

Ensure veterans: can access VA system 24/day; know how to get their questions answered; receive prompt and accurate service; and are treated with kindness and respect. Establish the conditions necessary for an integrated system of customer contact centers.

Modernize our Contact Centers (cont.)

Veterans Crisis Line

A Veteran-in-crisis will have their call promptly answered by an experienced responder.

6 ## Improve the Comp & Pension Exam

Improve Veteran satisfaction with Comp and Pen assessment. Complete national rollout of a standardized veterans experience.

7 ## Develop a Simplified Appeals Process

Simplify appeals process, enabling the Department to resolve 90% of appeals within one year of filing by 2021. Increase appeals production to address the existing appeals inventory.

8 ## Continue to Reduce Veteran Homelessness

Reduce Veteran homelessness through housing or prevention for 100,000 more Veterans and their family members by December 2016.

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9

Improve Employee Experience
(to include leadership development)

Engage leaders at all levels to inspire and empower every employee to deliver a responsive VA customer service experience by: training 12K+ leaders in LDL principles; incorporating LDL principles into supervisor development programs; requiring employee engagement elements in SES performance plans, and implementing customer service standards in all performance plans. Implement electronic performance plans.

11

Transform OIT

Deliver 50% of projects on time, on budget. Establish: Account Management Office and Quality & Compliance Office; Administration portfolios; unified Veteran data management strategy; transformational vendor management strategy; and a strengthen EHR strategy. Integrate supervisor and executive performance goals to strategy goals. Close all current cybersecurity weaknesses. Finalize Interoperability requirements.

10

Staff Critical Positions

Improve critical staffing levels to balance access with clinical productivity. Fill 95% of Medical Center Director positions with permanent appointments. Address 90% of critical management and clinical shortages. Reduce ""time to fill" standards by 30%.

12

Transform Supply Chain

Build an enterprise-wide integrated Medical-Surgical supply chain that leverages VA's scale to drive an increase in responsiveness and a reduction in operating costs such that $150M + cost avoidance will be redirected to priority Veteran programs.