Veterans choose VHA as their health care provider and coordinator, built on trusted, long-term relationships

Objectives
1.1. Understand and employ what matters most to the Veteran and their care team.
1.2. Increase communications that promote the use of learning tools and the understanding of available resources to Veterans, employees and stakeholders.
1.3. Increase national recognition of VHA as a provider of high-quality health care services.

Strategies
1.1. Enhance customer satisfaction and experience by providing high-quality care, ease of access and coordination.
1.2. Improve outcomes and knowledge sharing by employing bi-directional communication with Veterans, their families and caregivers.
1.3. Leverage media to spread VHA’s specialized knowledge and leadership in clinical outcomes within the health care landscape.

VHA delivers high-quality, accessible and integrated health care

Objectives
2.1. Enhance Veteran’s care by building an integrated delivery network with internal and external partners.
2.2. Provide greater choice for care across the VA system at facilities and through virtual care, community care and collaborative opportunities.
2.3. Tailor care to serve every Veteran, ensuring equity for those who are underserved.
2.4. Increase access to and use of a broad spectrum of services that encourage and support lifelong whole health and wellness.

Strategies
2.1.1. Foster information exchange and organizational alignment with government and non-government partners to establish a high-performing integrated health care delivery network.
2.2.1. Expand virtual care, giving Veterans the choice to receive appropriate care at home and in the community.
2.3.1. Synergize outcomes for Veterans’ mental health, suicide prevention, homeless and aging Veterans.
2.3.2. Offer comprehensive women’s health services.
2.4.1. Empower and equip Veterans and employees to take charge of their health and well-being by utilizing VHA to live life to the fullest.
2.4.2. Continue to improve the support, transparency and investment of caregivers and survivors of Veterans.

VHA maximizes performance through shared ownership and is on the forefront of innovation

Objectives
3.1. Fully transform VHA into a High Reliability Organization by deepening a culture of shared ownership, accountability, stewardship and collaboration.
3.2. Integrate and leverage best practice and technological advances in health care into clinical practice and health professions education.
3.3. Promote VHA as an authoritative thought leader in health care delivery and training by conducting clinical research and providing health care-related data that benefits Veterans and the general public.

Strategies
3.1.1. Cultivate a positive climate and foster a safety and improvement culture with movement towards zero harm.
3.1.2. Provide tools, resources and experiences in support of employees in collaboration with the REBOOT task force.
3.2.1. Drive ongoing improvement and innovation in health care quality, education, training and advancements in scientific research.
3.3.1. Set the industry benchmark in health care for Veterans, their families and caregivers’ resiliency, outcomes and quality of life.
3.3.2. Innovate through shared ownership, improved outcomes and cultural transformation.

VHA optimizes assets across the enterprise

Objectives
4.1. Modernize and enhance business and health information systems and enterprise data.
4.2. Evolve from a holding company to an operating company model.
4.3. Optimize the use of physical resources and infrastructure modernization efforts.
4.4. Provide comprehensive and robust human resource (HR) investments to acquire and develop diverse talent and engage employees from onboarding to retirement.
4.5. Improve coordination, communication and transparency across VHA.

Strategies
4.2.1. Transform the supply chain and management of capital asset investments.
4.3.1. Advance the alignment of health care infrastructure needs through the appropriate implementation of market assessment recommendations.
4.4.1. Streamline and standardize HR processes for recruitment, increased retention and competitive employee incentives, development and recognition.
4.5.1. Refine the governance structure and cooperative work across Program Offices and VISNs.