

National Center for Healthcare Advancement and Partnerships Special Announcement



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News and Resources Roundup

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2023 VHA National Community Partnership Challenge: Sensitivity to Operations

Veterans Health Administration's (VHA) National Community Partnership Challenge (Challenge) is an opportunity to highlight successful, nonmonetary partnerships between VHA and nongovernmental organizations (NGOs) that serve Veterans, their families, caregivers, and survivors in local communities.

This year's Challenge theme, **Accelerating VHA's Journey to High Reliability Through Partnerships**, celebrates how VHA and community organizations develop nonmonetary partnerships to meet Veterans' needs. This theme seeks to recognize community partnerships that are built on three highly valued VHA ideals: a high reliability organization (HRO), an organization that demonstrates inclusion, diversity, equity, and access (IDEA), and integrity, commitment, advocacy, respect, excellence (ICARE). IDEA recognizes traits and characteristics that make people unique, promote connection, acceptance and inclusion and the elimination of health disparities and availability to healthcare services for all Veterans.

There are five principles within the theme that are the focus of this year's Challenge: deference to expertise, reluctance to simplify, sensitivity to operations, commitment to resilience, and preoccupation with failure.

Does your partnership address one of the five principles of this year's Challenge theme?

This week's focus: **Sensitivity to Operations**

The partnership demonstrates the establishment of policies and evidence-based practices to enable timely identification of errors and improvement opportunities, working directly with those most familiar with the needs of Veterans.

To assist you in assessing whether your facility's partnership addresses **Sensitivity to Operations**, here is an example from an existing facility partnership:

VA Central California Health Care System (VCCHCS) in partnership with Break the Barriers provides vital services to Veterans with injuries, including traumatic brain injuries, spinal cord injuries, PTSD and loss of limbs. Over the ten years of this partnership, they have incorporated evidence-based practices to positively impact thousands of Veterans participating in their physical and emotional recovery programs.

This partnership is a collaboration between staff at the Fresno VA Medical Center and the volunteers and staff of Break the Barriers to provide value to Veterans by bringing them together, inspiring Veterans to keep working toward their goals of increased mobility, fitness, and independence.