

VA | MODERNIZATION

Empowering People

Delivering a stronger future for Veterans.

VA Modernization is improving satisfaction with VA both externally and internally, enabling Veterans to more easily access care and services, and ensuring employees embrace change.

We are creating cultural change throughout VA, updating technologies and reducing bureaucracy so that Veterans have greater control over their health care and benefits, and employees can take more active roles in the improvement of systems and processes.

How? VA is applying key elements of successful cultural change—all of which focus on the people side of transformation. We are:

Creating human-centered solutions by engaging with Veterans and their families throughout the design process. The VA.gov website redesign improves Veterans' experience accessing their care and benefits.

Reducing bureaucracy to increase employees' ownership over improving how VA serves Veterans. VHA's Innovators Network encourages and invests in employees wishing to recognize and address the greatest challenges in serving Veteran populations.

Applying change management best practices to create an environment in which tested technologies and emerging innovations can flourish. For example, VA employees are leveraging change management strategies and tactics to prepare fellow staff and Veterans for implementation of a new electronic health record.

VA MODERNIZATION

To deliver a stronger future to Veterans, VA is:

- **Transforming** Systems
- **Simplifying** Operations
- **Empowering** People



Choose VA



CHANGE IS HAPPENING NOW!

At VA, transforming systems and simplifying operations is driven by an ecosystem of empowered people who foster change, promote innovation, and encourage learning. Here is a glimpse of some of the enterprise-wide efforts to empower Veterans and employees:

The MISSION Act expands Veteran health care options into their local communities, while also giving VA greater ability to recruit and retain the best medical providers.

Telehealth platforms overcome barriers of time and distance to deliver virtual care to Veterans when and where they need it.

President's Roadmap to Empower Veterans and End the National Tragedy of Suicide (PREVENTS) implementation empowers Veterans to improve their quality of life and end the tragedy of Veteran suicide by engaging public and private stakeholders to better understand the causes of suicide and identify interventions.

THE FUTURE AHEAD

VA Modernization is committed to keeping our promise to deliver a stronger future for Veterans. That means Veterans and their families have a seamless, satisfying experience. And VA employees are equipped with best-of-breed tools to deliver best-in-class service.

What will that look like?

Veterans consistently choose VA for reliable customer service whenever and wherever they need.

Veterans reap the benefits of choice in how they access care and services, increasing autonomy, trust, and transparency.

VA employees continually strive to improve VA systems by developing and disseminating innovative solutions.

VA employees harness industry leading innovations to achieve their mission of serving our nation's Veterans.

LEARN MORE

Visit www.va.gov/Modernization

SPOTLIGHT: SUPPORTING VETERANS AND EMPLOYEES

The MISSION Act puts Veterans in control of their health care decisions, consolidating community care programs into a single platform so Veterans can receive the quality care they have earned in an easy and convenient manner.

By providing greater access to an education debt reduction program and improving flexibility for bonuses for recruitment, relocation and retention, the MISSION Act strengthens VA's ability to attract the best health care professionals.

DELIVERING IMPACT EVERY DAY

Empowering our Veterans and our employees is already yielding results:

In 2019, we saw an increase of over 3 million appointments compared to the previous year

In the Veterans of Foreign Wars annual survey, 90% of their members said they are completely satisfied with the way VA takes care of them

In 2018, VA achieved the highest patient satisfaction rates in its history: approximately 89.7%

