

# VA | MODERNIZATION

## VA Modernization

Delivering a stronger future for Veterans.

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**It is not business as usual.  
Veterans' futures are in our  
hands. There are no excuses.**

— SECRETARY WILKIE

VA Modernization is transforming VA into a high-performing organization that is simplifying operations and empowering employees to deliver superior customer service.

At the heart of this Modernization journey are Veterans. Together, VA employees and partners are enabling Veterans to access the high-quality care and benefits they have earned.

**How?** VA is leaning into the future by actively applying three transformational pillars. We are:

**Transforming Systems** by **creating foundational change** by replacing outdated technology and taking advantage of industry best practices.

**Simplifying Operations** by **streamlining business processes**. We recognize the transformation underway is not just a technology implementation. It is about how the work gets done.

**Empowering People** by **ensuring employees understand and embrace change**. Change management plays a critical role in empowering VA employees to deliver exceptional service to Veterans and to each other.

VA Modernization is about making a sustainable difference. This requires business transformation, system integration, and a cultural shift at an enterprise level. Our work involves more than 350,000 employees serving millions of Veterans.



Choose VA

## CHANGE IS HAPPENING NOW!

Modernization is fueled by various initiatives across VA, with different initiatives running concurrently and cooperatively at different points of the journey. To date, VA Modernization has delivered better access to community health care, improvements to the appeals process, and use of virtual health tools.

Today, Modernization means enterprise implementations of supply chain and financial management systems, as well as the roll-out of a new electronic health record.

It also means partnering to access innovative tools and technology through the Buy First program, allowing VA to focus on its core mission, instead of building single-solution IT systems.

## THE FUTURE AHEAD

VA Modernization is committed 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 customer service.

### What will that look like?

VA is digital. Veterans will have easier access to everything they need. We have taken down barriers to getting care and benefits, and we have empowered employees to better assist Veterans and focus less on bureaucracy.

Veteran health care looks and feels different. We leverage our huge data repositories to take advantage of machine learning to provide personalized care. More primary and specialty care is accomplished through telehealth. And disruptive technology, like 3D printing, leads to previously unimagined health care solutions.

Some of this work has already begun, and some of this work will serve as the platform for services and capabilities yet to be realized.

## LEARN MORE

Visit [www.va.gov/Modernization](http://www.va.gov/Modernization)

## SPOTLIGHT: REACHING VETERANS EVERYWHERE

VA Connected Care—including Telehealth, My HealtheVet, and VA Mobile—has matured rapidly and is seeking to keep pace with Veterans who expect digital access to the care they need.

All Veterans, regardless of their location or mobility, can now easily connect with caregivers through virtual platforms.

These successes provide a glimpse of the future of patient-centered care delivery. And this is just the beginning.

## DELIVERING IMPACT EVERY DAY

Veterans are at the center of everything we do, and Modernization efforts are already yielding results:

Veterans' trust in VA increased from 47% in 2015 to 87.7% in 2019

Veteran patient wait times are on average 12 days shorter at VA facilities than those in the private sector (2017)

Veterans have easier experience with VA.GOV to access VA benefits and health care

In a recent Veterans of Foreign Wars survey, almost three quarters of respondents reported improvements at their local VA; more than 90% would recommend VA to others

