

VA | MODERNIZATION

Simplifying Operations

Delivering a stronger future for Veterans.

VA Modernization is simplifying operations – changing “how” work gets done, streamlining enterprise-wide processes and procedures, reducing bureaucracy, and increasing efficiency to deliver superior service to Veterans.

We are making a sustainable difference, building a unified enterprise of integrated and interoperable business processes and technical services that put the long-term wellbeing of Veterans first.

How? VA is creating a clearer path for connecting Veterans with the resources needed to meet their ever-evolving needs. We are:

Expanding Veterans’ access to services through updated digital tools and platforms. Through the redesigned VA.gov website, Veterans can access and manage their care and benefits from across VA with a single log-in.

Improving the functionality of systems through which Veterans obtain services and care. VA’s Lighthouse platform enables developers to create Application Programming Interfaces (APIs) that enhance service delivery. One API, for example, allows Veterans to access personal medical data and fill out benefits intake applications from their mobile devices – all with a click of a button.

VA MODERNIZATION

To deliver a stronger future to Veterans, VA is:

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



Choose VA

CHANGE IS HAPPENING NOW!

We are **embracing a digital future**. VA is taking down the barriers to accessing care and benefits for Veterans, while also enabling VA employees to better assist Veterans by focusing less on bureaucracy.

The availability of web and mobile applications for Veterans helps them quickly and conveniently connect with, and use, the VA services, managing their health care and benefits information when and where they want.

We are making **smarter decisions through data**. To ensure that Modernization efforts, both planned and underway, are focused efficiently, VA is using advanced analytics to quantify improved outcomes for Veterans that effectively use taxpayer funding and reduce nonmonetary costs.

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?

VA's infrastructure improvements have simplified decision-making protocols and streamlined service delivery, allowing VA to adapt to changing business environments and shifting Veterans' needs and expectations.

VA digital modernization is delivering effective solutions that allow VA to provide superior customer service and a secure, seamless experience to Veterans while empowering employees with streamlined processes, reduced bureaucracy, and targeted resources that enable them to focus on the mission.

LEARN MORE

Visit www.va.gov/Modernization

SPOTLIGHT: CREATING CHOICE FOR VETERANS'

VA Appeals Modernization provides Veterans with choice and control when resolving disagreements with VA decisions.

The simplified decision review process allows Veterans to choose the review option that best suits their needs.

Veterans can now choose one of three lanes for VA decision reviews: Higher-Level Review, Supplemental Claims, and Board Appeal.

All three review options provide eligible Veterans with faster resolution of disagreements with VA decisions.

DELIVERING IMPACT EVERY DAY

Streamlining processes and operations are already yielding results:

Veterans' trust and satisfaction with VA rose from 47% in 2015 to 87.7% in 2019

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

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

