

We are A DIFFERENT VA

Transformation is a marathon. It's not a sprint.



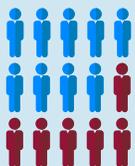
MyVA is about looking at VA from the Veterans perspective, then doing everything we can to make the Veteran experience effective and engaging. **Veterans are Feeling the Difference; Employees are Feeling the Difference;** and **VA is Acting Differently.** We just have to maintain our change momentum.

Veterans are feeling the difference.



IMPROVING THE VETERAN EXPERIENCE means access to the care and services are predictable, consistent, and easy to navigate – providing experiences that are effective, easy, consistent, and memorable.

Rebuilding Trust



Nearly 60% of Veterans surveyed in June 2016 “trust VA to fulfill our country’s commitment to Veterans.”

[Up from 47% in December 2015]

Increasing Same Day Services



By the end of calendar year 2016, **Veterans will have their health care needs addressed the same day** at all of our VA Medical Centers.

[As of November 1, 87 of 166 sites offer same day care]

Improving Quality of Care



VA performed better than the private sector in 96 percent (45 of 47) outpatient measures.

[According to a 2016 RAND Study]

Employees are feeling the difference.



IMPROVING THE EMPLOYEE EXPERIENCE means we’re embracing our employees and empowering them to serve Veterans, and each other, well. VA is making things better for Veterans by improving our employees’ work environment and focusing on replicating how the best private-sector customer-service organizations achieve success.

Enriching Employees

150,000

Our new **VA 101 training** has brought over 150,000 employees up-to-date on all the benefits and services that VA offers.

Inspiring Leaders



I-LEAD is **establishing a common leadership language and philosophy** and a consistent set of behavioral expectations for VA leaders everywhere.

Embracing a Principles-Based Culture



VA embraced the tenets of a **principles-based culture** grounded in values, sound judgment, and the courage to choose the “**harder right rather than the easier wrong.**”

VA is acting differently.



ACHIEVING SUPPORT SERVICES EXCELLENCE means enabling all employees and leaders by bringing our Information Technology (IT) infrastructure into the 21st century and integrating our business operations to deliver high-quality, effective, and efficient support services that enable and enhance a focus on customer service.

Transforming Supply Chain Operations

**\$150
MILLION**

By the end of 2016, VA expects to realize \$150 million in cost avoidance by **updating its processes and technology for ordering medical and surgical equipment.**

Driving Improved Outcomes



Among 24 federal agencies IT offices, **VA's OI&T ranked fifth** in the Office of Management and Budget Benchmarks for Highest IT Customer Satisfaction in 2016.

[Up from 19th place one year ago]



ESTABLISHING A CULTURE OF CONTINUOUS PERFORMANCE IMPROVEMENT means applying Lean strategies and other performance improvement capabilities to help employees improve processes and build VA into a learning organization marked by a culture of continuous improvement.

Ramping-Up its Call Center Capabilities



1-844-MyVA311 provides a seamless, unified experience for Veterans when they don't know what VA number to call.

Reducing Veteran Claims



VA has reduced pending claims (those over 125 days) **by almost 90 percent.**

Transforming Veteran Access & Enrollment



One website - **Vets.gov** - lets Veterans discover, apply for, track, and manage the benefits they've earned.



ENHANCING STRATEGIC PARTNERSHIPS means continuing to expand partnerships that extend the reach of benefits and services available for Veterans and their families.

Partnering with Private Industry



In the last 18 months, VA facilitated dozens of collaborations, bringing in more than **\$300 million in investments and in-kind services to support Veterans.**

Leading in Medical Innovation & Research



VA's partnership with IBM is **increasing access to genomics treatment for 10,000 Veteran cancer patients** over two years.

MyVA Strategies



Improving the Veteran Experience

2017 PRIORITIES

- Access
- Claims and Appeals
- Vets.gov and Contact Centers
- Homelessness
- Women Veterans
- Veteran Experience Measurement



Improving the Employee Experience

2017 PRIORITIES

- Human Resources
- Internal Communication
- Safety and Security



Improving Internal Support Services

2017 PRIORITIES

- Information Technology
- Supply Chain
- Financial Management
- Shared Services
- Electronic Health Record
- Enterprise Data Management



Continuous Improvement

2017 PRIORITIES

- Strategic Operating Model
- Org Design
- Performance Improvement
- Skills Training
- Diffusion of Excellence
- Innovation



Enhancing Strategic Partnerships

2017 PRIORITIES

- Communities
- Eternal Communications
- Strategic Partnerships
- Strategic Engagement

Administrations change. The nation's collective commitment to Veterans shouldn't.