



West Palm Beach VA Healthcare System

# STRATEGIC PLAN 2023-2028

**VA**



**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
West Palm Beach VA Healthcare System

# Letter from the Executive Director

Cory P. Price, FACHE

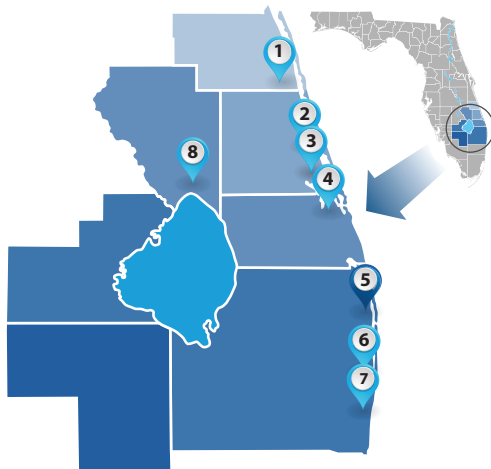


The healthcare system Strategic Plan provides an opportunity to evaluate our progress, assess our strengths and determine future opportunities to enhance the services we deliver. With over 25 years of experience caring for Veterans in the West Palm Beach area, we have gained a considerable understanding of the needs of our Veterans and their caregivers. This information serves as the foundation of our strategic plan and approach taken to guide the future of the facility.

Our strategic plan was developed through careful examination of our current operations, evaluation of the regional health care market and national trends in health care, and consideration of feedback provided from our stakeholders. In line with the Veterans Health Administration Strategic Plan, our plan provides direction and aspiration for our future to ensure we provide the best care possible for Veterans.

We are excited about the future of the West Palm Beach VA Healthcare System and our ability to build upon the excellent services currently offered to ensure we meet the needs of every generation of Veteran. We are committed to building an engaged staff and resilient facilities, capable of adapting to the changing needs of those we serve.

It remains an honor and a privilege to care for our nation's Veterans. Thank you for taking the time to review our Strategic Plan and for sharing our optimism for what is ahead.



## Our Healthcare Network

- |  |   |
|--|---|
| 1. Vero Beach CBOC<br>772-299-4623       | 5. West Palm Beach<br>VA Medical Center<br>561-422-8262 |
| 2. Fort Pierce CBOC<br>772-595-5150      | 6. Delray Beach CBOC<br>561-422-6510                    |
| 3. Port St. Lucie Clinic<br>772-878-7876 | 7. Boca Raton CBOC<br>561-416-8995                      |
| 4. Stuart CBOC<br>772-288-0304           | 8. Okeechobee CBOC<br>863-824-3232                      |

## VA MISSION STATEMENT

“To fulfill President Lincoln’s promise to care for those who have served in our nation’s military and for their families, caregivers, and survivors.”

## VISION

To provide veterans the world-class benefits and services they have earned - and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.



## CORE VALUES

**Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.



# STRATEGIC PRIORITIES



## HIGH RELIABILITY ORGANIZATION

### ACCESS

Delivering unparalleled same-day care | Defining our culture of community clinic expansion and improved telecommunications to all Veterans to gain and sustain trust.

### IMPACT

Reducing our carbon footprint | Leveraging and investing in efficient practices to eliminate waste and raise environmental awareness.

### ENGAGEMENT

Going beyond limits | Establishing and connecting to robust partnerships among our team, Veterans, and community partners.

### DISTINCTION

Investing in the future | Progressing towards the next level of quality improvements for the workforce, academics, and research.

### INNOVATION

Capitalizing on expertise | Propelling the way of the Innovation Network with the establishment of new systems for grant-funded research.



# Strategic Priority: Access

## WHY

We want to be the provider of choice for all Veterans.

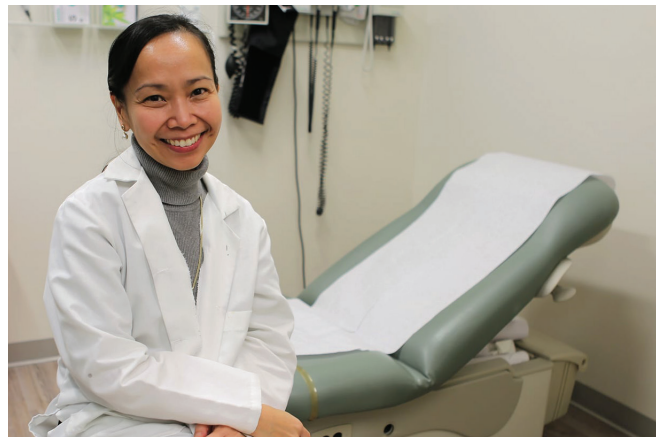
## WHAT WE WILL DO

Provide access to high quality care and services when and where needed.

## HOW WE WILL DO IT

Focus on ease of access and convenience:

- Offer same-day services across the health-care system.
- Increase specialty care services in the northern and southern catchment areas.
- Deliver equitable care to improve health outcomes across our entire patient population.
- Invest in projects to design equal access to care required to meet the unique needs of our entire Veteran population.
- Cultivate a wellness-driven, personalized health goals to achieve an optimal state of health.



## FUTURE PROJECTS

- 2023** ●
  - Activation of Womens Imaging Center
  - Activation of 7A Acute Inpatient Private Rooms
- 2024** ●
- 2025** ●
  - Activation of Northern Multi-specialty Clinic
  - Renovation and Expansion of Inpatient Behavioral Health Services
  - Build New Fisher House Blind Rehabilitation Center on Campus
  - Activation of new Women's Health Clinic
  - Construction of New Fisher House
- 2026** ●
  - Establishment of Blind Rehabilitation Center
- 2029** ●
  - Activation of Mental Health Complex

## HOW THIS PRIORITY CONNECTS

**VISN 8 Priority:** Expand knowledge, efficiency, and processes for accessing VISN 8 care

**VHA Priority:** Connect Veterans to the Soonest and Best Care

# Strategic Priority: Impact

## WHY

We will create sustainable and efficient processes now without compromising the needs of the future.

## WHAT WILL WE DO

Establish a culture focused on safety, efficiency of operations, and environmental stewardship.

## HOW WILL WE DO IT

- Institute sustainable initiatives to reduce environmental impact and improve efficiency.
- Advance efficiency through investment in performance improvement initiatives designed to streamline processes and reduce waste.

## FUTURE INITIATIVES

- 2023 Activation of Energy Efficient Textile/Laundry Plant
- Establishment of partnership with community organizations to refurbish and distribute repurposed durable medical equipment that has been returned
- Expansion of robust recycling program

## HOW THIS PRIORITY CONNECTS

**VISN 8 Priority:** Implement Executive Leadership Rounding

**VHA Priority:** Accelerate VA's journey to high reliability



# Strategic Priority: Engagement

## WHY

We have a shared commitment to provide the best care possible to all Veterans.

## WHAT WILL WE DO

Commit to listening to the voices of Veterans and team members to go beyond the limits of traditional healthcare.

## HOW WE WILL DO IT

- Make Veteran and guest experience our top priority.
- Establish an environment that is welcoming to all by embracing diversity and inclusivity.
- Build and maintain our high caliber team by investing in employee wellness, professional growth and recognition.



## FUTURE INITIATIVES

- Create a healing inpatient environment through establishment of private inpatient rooms.
- Improve ease of access through enhanced wayfinding across the healthcare system.
- New Employee Gym

## HOW THIS PRIORITY CONNECTS

**VISN 8 Priority:** Build efficiency with competitive recruiting, incentives, and hiring

**VHA Priority:** Hire faster and more competitively

# Strategic Priority: Distinction

## WHY

We are committed to setting the standard for world class healthcare.

## WHAT WILL WE DO

Be leaders in healthcare through recognized excellence in healthcare delivery, academics and research.

## HOW WILL WE DO IT

- Invest in programs that distinguish VA healthcare from private sector care.
- Build programs that require quality excellence.
- Foster academic relationships and training programs.
- Expand research capabilities to ensure we provide cutting edge healthcare

## FUTURE INITIATIVES

- Establish Nurse Residency Program
- Achieve Pathway to Excellence Recognition
- Renovate and Expand Pain Center
- Become the Premier Blind Rehabilitation Provider for VISN8 and Beyond

## HOW THIS PRIORITY CONNECTS

**VISN 8 Priority:** Establish local marketing outreach teams by phone, provide virtual screenings for toxic exposure, and spread awareness internally and externally for Suicide Prevention Screening

**VHA Priority:** Serve Veterans with military environmental exposures and prevent Veteran suicide





# Strategic Priority: Innovation

## WHY

We want to redefine healthcare to meet everyone's needs.

## WHAT WILL WE DO

Cultivate research and innovation to provide cutting edge, evidence-based care.

## HOW WILL WE DO IT

- Develop new pathways for healthcare delivery.
- As an Innovation Network member, leverage technology to simplify and streamline processes.

## FUTURE INITIATIVES

- Launch Innovation Program
- Expand Use of Virtual Reality in Community Living Center
- Pilot site for Puppies Assisting Wounded Servicemembers (PAWS) Program beginning in 2023

## HOW THIS PRIORITY CONNECTS

**VISN 8 Priority:** Spread inclusive care processes

**VHA Priority:** Support Veteran's Whole Health, Caregivers and Survivors





# Major Accomplishments

2022



## Access



- Robotic Surgery Program launched
- Establishment of Esophageal Ultrasound Services
- Percutaneous Coronary Intervention (PCI) Program instituted
- Opening of new MRI Clinic



## Impact



- Transition to VA-operated CBOC in Delray
- Activated new administrative space to allow for expansion of clinical services



## Engagement



- Multiple administrative and clinical training/fellowship programs implemented
- Be the One Veteran Experience Campaign
- ICU Nursing Award
- Hero Award
- Announcement of New DE&I Officer position



## Distinction



### Widely Accredited and Dedicated to High Quality Care

West Palm beach VA Healthcare System remains accredited by The Joint Commission.

- **West Palm Beach Community Living Center receives 5-Star Rating** - Strategic Analytics for Information and Learning (SAIL)



- **CARF Accreditation** - Blind Rehabilitation Center & Psychosocial Rehabilitation and Recovery Center
- **American College of Radiology Accreditation** - Radiation Oncology Practice Accreditation received from 2021-2024



## Innovation



### MILLION VETERAN PROGRAM

- Compassionate Contact Corps
- iNET Program implemented

## Faces of the Present and Future: Ready to Serve





**WEST PALM BEACH VA HEALTHCARE SYSTEM**

7305 N Military Trail • West Palm Beach, FL 33410

[www.va.gov/west-palm-beach-health-care/](http://www.va.gov/west-palm-beach-health-care/)

**Local VA Connect:**

**1-561-422-6838**

**Toll Free VA Connect:**

**1-866-383-9036**

**VA Tel-Care Nurse (After 4:00 p.m.): 1-877-741-3400**



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**FIND US @ WPBVAHCS**

MEDICAL MEDIA JOB #C1113 — 12-19-22



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