

# Jesse Brown VAMC Strategic Initiative

## Newsletter

“BE THE CHANGE YOU WISH TO SEE IN THE WORLD”  
- MAHATMA GANDHI



### WHERE WE WERE

#### MAINTAINING STABILITY AND REMAINING FOCUSED

Many of us came to work for the VA for the top 3 reasons:

- To assist with providing the best care possible to our nations hero's and their families....
- To continue to serve and help our military brothers and sisters....
- To obtain employment with a reputable installation, where you feel like you matter....

In doing so great work has been completed, but we are not done yet. Services have been implemented but to grow and live up to the hopes and dreams of our veterans and staff we need to come together.

### WHERE WE ARE

#### IMPLEMENT THE CHANGE

To do this it is vital we work together. Through patient/employee surveys, and the Strategic Initiative Summit it is evident we have work to do. In order to provide:

- The best Customer Service
- Organized & Standardized Information
- Increase communication to staff, veterans, and the community

Effectively, we must collaborate, create a plan, and then carry it out to attain the desired results. Those results are making Jesse Brown VAMC, the best place to work, the healthcare facility our veterans believe in, and the leader for our community population.

### WHERE WE WANT TO BE

#### BECOME A COHESIVE TEAM WITH VETERANS, STAFF, & THE ENTIRE VHA

We all know this will not happen overnight. However, putting a plan in motion, doing the work, holding everyone accountable including ourselves; we can absolutely be the top of every goal listed below:

- Goal 1: Veterans choose VHA as their health care provider and coordinator, built on trusted, long-term relationships
- Goal 2: VHA delivers high-quality, accessible and integrated health care
- Goal 3: VHA maximizes performance through shared ownership and is on the forefront of innovation
- Goal 4: VHA optimizes assets across the enterprise

“YOU CAN'T REALLY KNOW WHERE YOU ARE GOING UNTIL YOU KNOW WHERE YOU HAVE BEEN.”

– MAYA ANGELOU

In 1953 formerly known as West Side VA Medical facility, Jesse Brown VA Medical Center was constructed. Jesse Brown was named after a Marine Veteran who grew up in Chicago, graduated from City Colleges of Chicago, and served as Secretary of Veterans Affairs 1993 to 1997. Jesse Brown is comprised of our parent facility and 5 community-based outpatient clinics in Chicago, Chicago Heights, and Crown Point, Indiana. The main facility is located within the Illinois Medical District (IMD) that is comprised of four major medical facilities, retail, dining, and residential spaces. We are a community not just a hospital.

Our reason for being is to honor Veterans by providing timely, high-quality care and services that preserve their physical, mental, and spiritual well-being.

## Let's Get Started: 3 W's

Who are we?

Where are we?

Why are we here?

## LOCATED WITHIN THE IMD GIVES US MULTIPLE ADVANTAGES



ALLYSON HANSEN  
CEO and Executive Director

Who Knew: Great things are happening within the IMD

IMD really wants everyone within the IMD to know we are a community. Allyson Hansen pictured to the left visited our facility strategic summit and informed us of some great work being done within the area on promoting safety, health/wellness, retail, and residential opportunity's.

The Vision of the IMD: “To be a catalyst for Change. Serving the greater good by bringing people and resources together to create value that no single entity can create alone.”

Going forward in future newsletters we will include events/happenings from the IMD that are open to all staff, patients, and families such as:

- ❖ New retail/residential spaces
- ❖ Community Council's/Workshops
- ❖ Safety and Security Improvements
- ❖ Events such as the Walk, Bike and Roll and Instagram pictures sites (beautification/green areas)
  - Special note: these events are open to everyone including people with disabilities.
    - For more information feel free to review: [www.imdbikepad.com](http://www.imdbikepad.com), [www.risetoshine.com](http://www.risetoshine.com)

## Leadership of Jesse Brown VAMC is listening to your concerns.

*So, what are we doing?*

Jesse Brown VAMC as a whole has developed many initiatives, built from patient/staff surveys, along with the information presented at the Strategic Initiative Summit. Our goal is to address and work on making our facility truly the best place to be/work for our patients and staff. Each Objective has been delegated to a team who is dedicated to making sure Jesse Brown is not only the best healthcare facility within the VHA; but has the best environment for our patients, employees, and veterans (enrolled/not enrolled). Survey's reviewed were:

**HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS – HCAHPS**

**CAHPS (CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS & SYSTEMS) SCORES**

**AES SURVEY**



On January 9<sup>th</sup>, 2024, Leadership of Jesse Brown, Physicians, Service/Section chiefs, and a host of other subject matter experts came together for the official opening FY24 Strategic Initiatives' Summit.

Goal set was to address discrepancies by all and devise a plan on how we can begin actively working toward solutions.

Top areas for concern between the surveys and the summit were:

- Customer Service
- Communication
- Centralizing & Standardizing Processes
- Accountability
- Space
- Promoting more professional development



## TAKING IT ALL IN

### Jesse Brown FY24-25 Strategic Initiatives Generated



1. Become a patient destination and national resource for advancements in **Clinical Excellence**.
2. Devote the resources necessary, to enable the Employee Experience Office (EXO), to create programs, to **Reduce Moral Injury**, and become the **Employer of Choice**.
3. Design systems to create **Strategic Growth** providing increased access and services to the Veterans of Jesse Brown.
4. Become a national resource by leading the VHA with advancements in **Health Equity**.
5. Create a system that provides **Compassionate and Efficient Patient Movement** throughout the Jesse Brown care continuum.
6. Develop a comprehensive and systematic approach to addressing the **Strategic Space Needs** of the healthcare system.
7. Strategically **Address the National Nursing Shortage** by finding creative mechanisms to enhance bedside resources while becoming the Chicago Nursing Market employer of choice.
8. Systematically integrate **High Reliability** into the strategic and cultural fabric of the organization.
9. While honoring the Chicago and Northwest Indiana Veterans, our Academic affiliates, and the Jesse Brown employees, by providing **Excellent Service** with every encounter.

Going forward we will highlight each initiative monthly with how the teams are doing to help us reach our goal in response to VHA Long Range Plan. If you have some ideas or are willing to help reach out and get involved; all questions, comments, concerns, or ideas you can email Kimberly Palmer, [Kimberly.palmer@va.gov](mailto:Kimberly.palmer@va.gov), and she will get back to you as soon as she can.



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More pictures from the opening of  
**FY24 Strategic Initiative Summit**

