VA Modernization

A Modern VA is a Stronger VA
Enabling delivery of timely service and benefits to Choose VA

Modernization is all about…

- **Achieving VA’s Mission…**
  To care for those who shall have borne the battle, and for their families and their survivors
- **Living our Values…**
  Demonstrating daily the I CARE values of Integrity, Commitment, Advocacy, Respect, Excellence
- **Responding to Calls for Action…**
  Delivering the care and services that every Veteran deserves, every VA employee supports, and every citizen expects

How Modernization is Building a Stronger VA Today

Modernization focuses on fixing Veterans immediate needs while addressing systematic issues through:

- **Systems Modernization**—VA is designing, developing and delivering services that are right for every Veteran, every time.
- **Customer Service**—VA is equipping its employees with the information, tools, and skills they need to deliver and improve the Veteran experience.
- **Reorganization**—VA is realigning its people and resources to empower its employees to more effectively serve Veterans.

Modernization is Empowering Key Stakeholders to Choose VA

- **Veterans** will Choose VA because we provide the **highest quality of care and services**.
- **Employees** will Choose VA because it is the **best place to work**.
- **Taxpayers/citizens** will Choose VA because we are **mission focused** and are **leaders in our field**.
Modernization in Action – Digital Customer Service Tools

**Appeals Transparency Tools for VETERANS**
- Veterans are able to access and monitor the current status of their appeal, anything they need to do next, and how long it will take.
- Over 19,500 visits since inception on March 21, 2018.

**Your IT Desktop Application for EMPLOYEES**
- Your IT provides a personal and customizable portal from which employees can open tickets, request services, access self-service solutions, and communicate with IT staff.
- On the first day of rollout, 49% of employees opted to use Your IT rather than calling in.

### Modernization Impacts

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<tr>
<th>CURRENT</th>
<th>FUTURE</th>
<th>Future</th>
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<tbody>
<tr>
<td>Appeals Modernization means meeting the needs of Veterans</td>
<td>Electronic Health Record Modernization means VA is doing business differently</td>
<td>Human Resources Modernization means finding and employing the strongest talent for VA</td>
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<td>Shortening the time to resolution</td>
<td>Seamless interoperability with DoD and public healthcare providers</td>
<td>Quickly hiring the Right People with the Right Skills to better serve Veterans with emphasis on critical positions</td>
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<td>By using the Rapid Appeals Modernization Program wait time reduces to an average of 44 days for a Decision</td>
<td>From 130 varied systems to a single integrated platform</td>
<td>Building integrated HR capabilities to sustain agile and efficient operations to optimize service to Veterans</td>
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<td>Digital Modernization means making it easier for Veterans to work with VA</td>
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<td>Expanding use of VA’s online scheduling tool by 286%</td>
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<td>Modernized applications for GI Bill Statement of Benefits resulting in 17% increase</td>
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<td>Telehealth Modernization means better access for Veterans to healthcare providers anywhere</td>
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<td>Moves care closer to Veterans, including to their homes</td>
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<td>Over two million episodes of care delivered for 50 specialties with 90% satisfaction</td>
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Join us today to help support VA and make it stronger to serve our Veterans. With your help every Veteran can count on VA’s steady commitment to Modernization.

May 2018