



VISN 1 - Road to Veterans Day

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HONORING SERVICE
EMPOWERING
HEALTH



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Meet Bob



- Confirmed by U. S. Senate as eighth Secretary of Veterans Affairs on July 29, 2014
- Previously served as Chairman, President and CEO of Procter and Gamble
- Graduated from the United States Military Academy at West Point in the top 2 percent of the Class of 1975.
- Served with 82nd Airborne Division
- Completed Jungle, Arctic, and Desert Warfare training
- Earned the Ranger tab, Expert Infantryman Badge, and Senior Parachutist wings.
- Awarded the Meritorious Service Medal.
- He earned an MBA from the University of Utah in 1978.

Road to Veterans Day

- We must move quickly and decisively on these three fronts:
 - Rebuilding trust with Veterans and other Stakeholders
 - Improving service delivery focusing on better Veteran outcomes
 - Setting the course for longer-term excellence and reform

Rebuilding Trust – Nationally and Locally

- We have reaffirmed our commitment to our mission and our “I-CARE” values — Integrity, Commitment, Advocacy, Respect, and Excellence — and are working to make reaffirmation an annual requirement
- We’re also connecting with Veterans and VA employees during visits to VISN 1 facilities, listening to their concerns and identifying both problems and solutions
- We’re demonstrating accountability by meeting with stakeholders, talking to the press, and taking action in cases of poor performance or wrongdoing

Improving Service Delivery

- We are preparing to renew and redeploy the VA Strategic Plan to set performance requirements that clearly link the mission to individual performance plans
- We are developing better ways to gauge Veteran satisfaction, instituting the organizational strategy known as “Lean Management” throughout more of VA
- We are exploring options for reorganizing VA along common regional service boundaries, with integrated organizations focused on service to the Veteran *as viewed by the Veteran*
- This concept is called “My VA” because that’s how Veterans should view us

Setting the course for longer-term excellence and reform

- **We continue to work on many longer-term improvements**
 - a new patient scheduling system
 - a “Blueprint for Excellence” for VHA
 - a new Digital Services Team to better connect Veterans with their caregivers
 - expanded recruitment efforts to fill the need for well-qualified medical professionals
 - implementation of the Veterans Access, Choice, and Accountability Act of 2014 (VACAA)
- **We’ll also be reviewing other key areas such as human resources, financial management, and VBA transformation**

Sustaining Excellence

The Blueprint for Excellence

- VHA Component of Secretary McDonald's "Road to Veterans Day"
- Positions VHA for a major transformation, focusing on the Veteran, and providing consistently high quality health care that is timely, efficient, and effective.
- An organizing approach for implementation of the VA Strategic Plan, the VHA Strategic Plan, the VA Health Care Modernization Study Recommendations, in the context of the new Veterans Access, Choice and Accountability Act
- Organizes 10 strategies under four themes:
 - (1) Improve Performance,
 - (2) Promote a Positive Culture of Service,
 - (3) Advance Health Care Innovation for Veterans and the Country, and
 - (4) Increase Operational Effectiveness and Accountability