



MyVA Has Five Primary Focus Areas

1. **Improving the Veterans experience** by examining our Veteran-facing processes and organizations from the Veteran's perspective to enable every Veteran to have a seamless, integrated, and responsive VA customer service experience every time.
2. **Achieving support services excellence** by identifying common services that are performed in support of VA mission components, and seeking to optimize these services to increase efficiency and eliminate duplication. These services include: Human Resources, Legal Services, Information Technology, Acquisitions & Logistics, Real Property Facilities Management, Public Affairs, Congressional Affairs, Budget & Finance, and Security & Preparedness.
3. **Establishing a culture of continuous performance improvement**, so conditions are set at the local level for issues to be raised, addressed, and solutions replicated across as many facilities as needed to achieve enterprise level results
4. **Enhancing strategic partnerships** by making better "matches" and formal partnerships between community, nonprofit, and other organizations and the work being done for Veterans at VA facilities across the country.
5. **Improving the employee experience and focusing on "people and culture"** so employees are empowered to better serve Veterans.





Discussion Questions:

How do you think Veterans feel about their experience with VA?

What do Veterans currently experience when they first enter our facility?

Is the outcome of the Veteran Experience consistent from area to area?

What prevents us from maximizing the Veteran Experience?

What can you do to enhance the Veteran Experience?

What can you and your work team do to improve efforts at putting veterans first?

What information, training, or tools do you and your work team need in order to improve efforts at putting veterans first?

MyVA is about putting the interests and needs of the Veterans first. When service to Veterans is a priority, a high-performance culture follows. That's the kind of organization that builds pride and satisfaction in the workforce, a place where people at every level feel like leaders. An organization that we are proud to call MyVA.

Our mission is to support VA's deliver of excellent health care and to support each other as VA employees. In MyVA empowered employees strengthen the organization by taking the initiative to improve customer service, support services, partnerships and processes.

How do we Honor Service and Empower Health? We do it through the MyVA initiative. Join the conversation on the MyVA blog at: <http://myva.va.gov/>.