myVA

Putting Veterans First

http://myva.va.gov/

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VA | U.S. Department of Veterans Affairs

Our Goal…

The Washington Post

Thunderstorms 81/70 • Tomorrow: Thunderstorms 85/67 • Details, B6

TUESDAY, JANUARY 14, 2020

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Proud of My VA

VA Now the #1 Federal Agency

The VA has become the model agency for the US Government

myVA is about…

Putting **the Veteran's interest first**.

Empowering employees and helping them deliver excellent customer service to improve the Veteran experience.

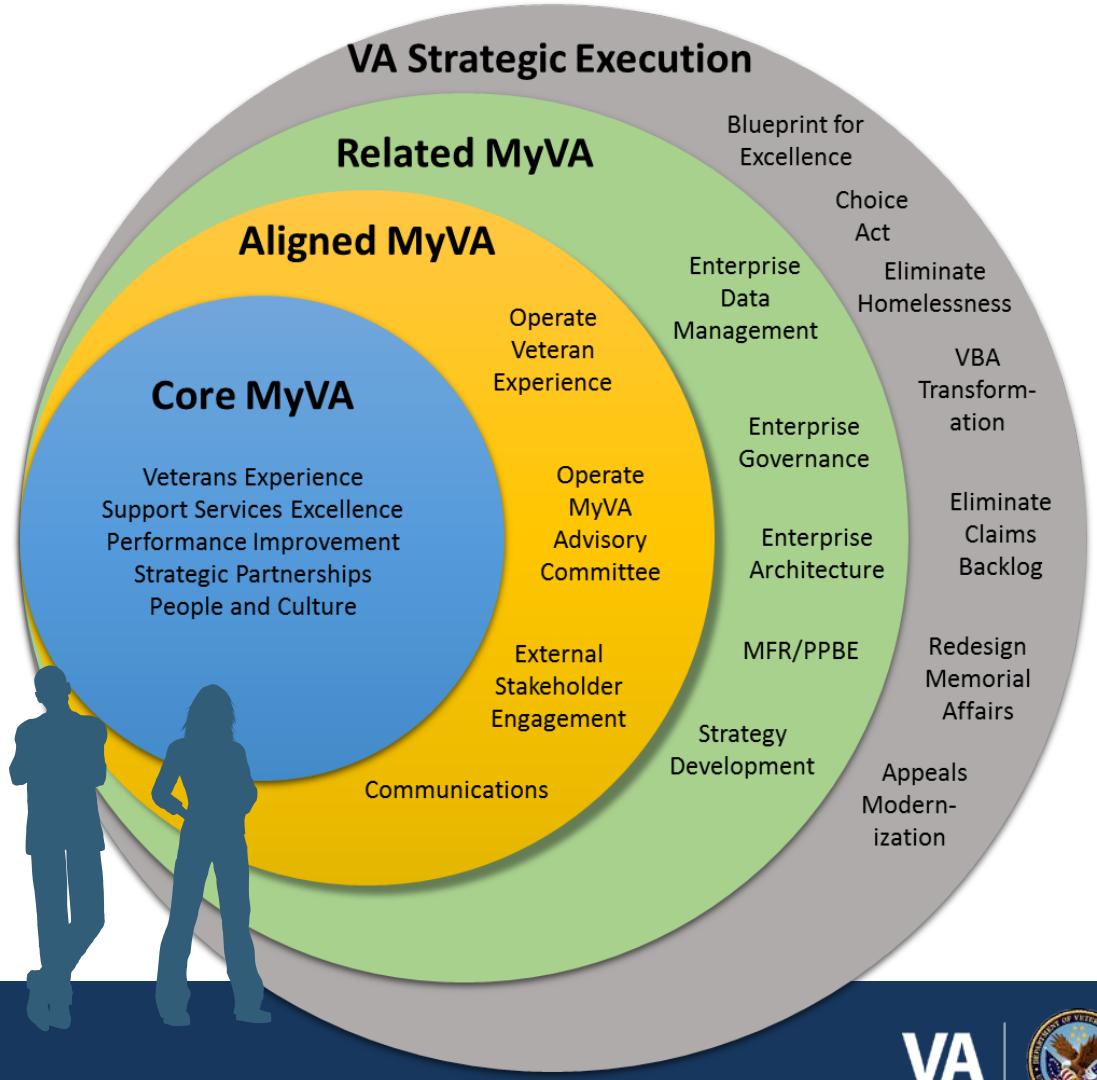
Improving or eliminating processes that impede good customer service.

Rethinking our internal structures and processes to become more Veteran-centric and productive.

DEPARTMENT OF VETERANS AFFAIRS

MyVA Regional Alignment

MyVA is a mindset and a cultural shift that places the Veteran at the center of everything we do.



Our Mission

Fulfill Lincoln's promise - "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring America's Veterans and their families

Our Core Values

Integrity, Commitment, Advocacy, Respect, Excellence

Our Roadmap

- **Deliver on current commitments to Veterans**: ***Increase Access to Care***; ***Eliminate the Backlog***; and ***End Veterans Homelessness***
  - **Innovate to Improve the Veteran experience**: Establish a VA-wide customer-service organization that will design and implement a superior ***Veteran Experience*** and leverage ***Strategic Partnerships*** as a force multiplier.
    - **Empower our Leaders and Employees**: Realign internal ***Support Services*** to improve efficiency, reduce costs, and increase productivity; remove processes that impede good customer service while establishing a culture of continuous ***Performance Improvement***; and focus on ***People and Culture*** to attract, retain and develop high performers

Our Vision

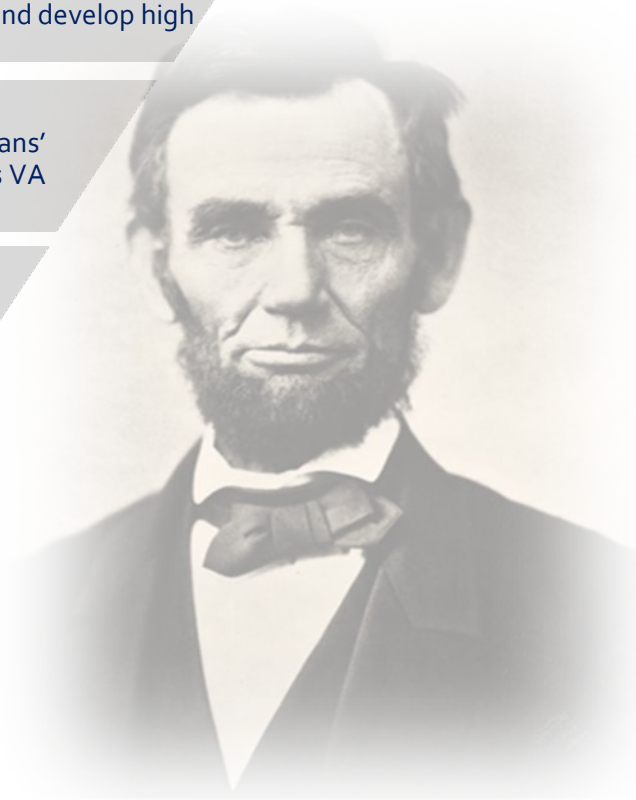
To deliver world-class service, defining success by Veterans' outcome one Veteran at a time, while integrating across VA programs to optimize productivity and efficiency

Our Guiding Principles

- Think and act with a Veteran-centric mindset
- Optimize VA's unique competencies
- Serve as responsible stewards of taxpayer resources

Our Culture

A collaborative, inclusive, and results-oriented culture that inspires trust



myVA

Putting Veterans First

To achieve this vision, 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.

myVA is about…
The *Blueprint for Excellence*

The Blueprint is VHA's framework to rebuild the Veterans' trust and become a truly Veteran-centric health system. It sets high expectations for health care innovation and a positive culture of service.

myVA is…

The Blueprint for Excellence

Improve Performance	Promote a Positive Culture of Service
Advance Health Care Innovation for Veterans and the Country	Increase Operational Effectiveness and Accountability

myVA is…
The Blueprint for Excellence

MyVA
Improving the Veteran Experience
Improving the employee experience and focusing on people and culture
Achieving support services excellences
Establishing a culture of continuous performance improvement
Enhancing strategic partnerships

The Blueprint for Excellence
Improve Performance
Promote a Positive Culture of Service
Increase Operational Effectiveness and Accountability
Advance Health Care Innovation for Veterans and the Country

myVA is about… *Veterans' Experience*

Our Mission:

Supporting VA's delivery of excellent care and benefit experiences that prioritize the perspectives and needs of Veterans, their families, supporters and communities

Our Approach:

- **Understand our customers**, their needs, and their expectations
- **Understand existing efforts** to meet customer needs and align programs to achieve coherence and consistency
- Support the administrations to improve customer experience by **advising, sponsoring or owning** initiatives as appropriate
- Foster solutions at the local level by **training, supporting and empowering employees** to contribute to excellent customer experiences
- Foster productive **collaboration at the community level** among the diverse range of local stakeholders

myVA is about…. *Support Services*

Our Mission:

Optimize the organization, functions and activities of VA's core support functions to best serve our internal customers to the ultimate benefit of Veterans

Our Work:

From the perspective of the client (VA's internal organizations), determine the "as-is", and propose a future state for nine support services in three waves:

- Pilot (being looked at now): Security and Preparedness
- Group 1: Human Resources, Information Management/Information & Technology, Finance, Procurement (gathering the facts now)
- Group 2: Real Property, Public Affairs, Legislative Affairs, General Counsel (to be examined later this year)

myVA is about…

Performance Improvement

Our Mission:

Partner across VA to identify and execute select process improvements, while establishing an enterprise-wide strategy and infrastructure that supports a culture of continuous performance and outcome improvement

Our Work:

Leveraging the ideas submitted by employees and through other channels to support improvements at the ground level and up

Employee Anecdotes about MyVA

"The VA 101 training reinforces why we are here, which is great for morale of employees. They feel less lost in a large system." – VA Employee

"While I know not all changes we suggested at our site, or others across the nation, can (or should) be implemented, I left (the VA 101 deep-dive) feeling optimistic that my thoughts and suggestions were valued and heard. Not only that, I have faith that the feedback and ideas gathered across the country will make it to senior leadership ears and influence change!" –VA Employee

myVA is about….
Strategic Partnerships

Our Mission:

Leverage resources external to VA on an effective and consistent basis, at all levels of the Department to improve the Veteran experience, while enhancing productivity and efficiency.

Our Work:

Empowering employees to develop responsible, productive, and mutually beneficial partnerships at all levels to meet new and emerging Veterans' needs.

myVA is about….
People and Culture

Our Mission:

Support VA with world class management teams where leaders at all levels consistently execute the MyVA vision, the integration of MyVA culture principles, the I CARE values through their behaviors, and commit to hold themselves, their employees and each other accountable for the accomplishment of:

- Responsible, Performance-Oriented Culture
- Planned Career Paths and Development
- Capable and Engaged Employees
- Attraction and retention of high performing candidates

Our Work:

To recruit, develop, empower, and retain top talent and foster a culture that inspires trust through collaboration, inclusion, and a focus on results.

What's Next?

In the coming days, we want you to engage in team discussions with your supervisors and coworkers.

- 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?

Offer your suggestions through the MyVA IdeaHouse or, if a suggestion can be implemented locally, directly to **XXXX.**