



Resources

Learn more about VA's Strategic Plan by visiting these Web sites:

Blueprint for Excellence for Veterans Health Administration:

http://www.va.gov/HEALTH/docs/VHA_Blueprint_for_Excellence.pdf

Blueprint for Excellence addresses improving the performance of VHA healthcare, developing a positive service culture, transitioning from "sick care" to "health care," and developing agile business systems and management processes that are efficient, transparent and accountable.

L-Tracks:

<https://vaww.visn11.portal.va.gov/sites/Indianapolis/qms/ipt2/default.aspx>

L-Tracks, tracks projects and meeting action items, and helps to manage accomplishment of performance measure achievement and project completion.

Strategic Plan FY 2014-2020:

<http://www.va.gov/op3/docs/StrategicPlanning/VA2014-2020strategicPlan.pdf>

The Strategic Plan builds off of VA's prior FY 2011-2015 Strategic Plan to increase access, eliminate the claims backlog, and end Veteran homelessness.

FY 2015 Tactical Plan

One Goal:
Best Care Anywhere



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

Richard L. Roudebush VA Medical Center
Indianapolis, Indiana

- Integrity** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
- Commitment** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
- Advocacy** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
- Respect** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
- Excellence** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

FY 2015 Tactical Plan

Quality: Deliver high level services, emphasizing excellence, patient safety, and reliability.

Blueprint for Excellence

Theme 1: Improve Performance

- ◆ Pillar Metrics
 - Reduce rate of Serious Occurrences of No Preventable Harm Measures.
- ◆ Additional Goals
 - Achieve 90th percentile for national performance measures.
 - Identify “high utilizer” patients in Medicine and Mental Health to improve quality of care for those patients as well as improve the efficiency and effectiveness of their care.
 - Implement VISN 11-funded “Southern Tier Pain Proposal.”
 - Continue to engage staff and patients in outcomes-based wellness philosophy and healthy lifestyles.

Service: Provide right care and support to Veterans.

Blueprint for Excellence

Theme 2: Promote a Positive Culture of Service

- ◆ Pillar Metrics
 - Reduce Patient Advocate complaints by 10%.
 - Achieve 80-85% occupancy rates for inpatient units.
 - Attain 100% clinic access within 30 days.

- ◆ Additional Goals
 - Activate Clinic at Camp Atterbury.
 - Expand Optometry, Physical Therapy and Podiatry at Terre Haute.
 - Implement VISN 11-funded “Patient Centered Kidney Care Program.”

People: Promote excellence in the Indianapolis VA Medical Center workforce.

Blueprint for Excellence

Theme 3: Advance Health Care Innovation for Veterans and the Country

- ◆ Pillar Metric
 - 60% of staff will have significant engagement in Lean Management Activities.

Stewardship: Improve efficiency in use of resources.

Blueprint for Excellence

Theme 4: Increase Operational Effectiveness and Accountability

- ◆ Pillar Metric
 - Achieved a \$2.5M return on investment (ROI) for improvement activities.
- ◆ Additional Goals
 - Transition the Lafayette CBOC to the Indianapolis VAMC Organizational Structure.
 - Implement VISN 11-funded “Beneficiary Travel Automation Phase 2.”

Richard L. Roudebush
VA Medical Center’s

Mission

Serving America’s Veterans by providing the highest quality healthcare.

Vision

Living **I CARE** by providing personalized Veteran centered care in the right place at the right time.