One Goal: Best Care Anywhere

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

MyVA
http://www.va.gov/myVA

Improving access and seamless care for Veterans, allowing Veterans to get medical care from any VA medical center in addition to their primary facility, same day appointments for primary care, combat and prevent Veteran homelessness.

Blueprint for Excellence for Veterans Health Administration:

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:

L-Tracks, tracks projects and meeting action items, and helps to manage accomplishment of performance measure achievement and project completion.
FY 2016 Tactical Plan

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

**MyVA**

Continuous Performance Improvement

- Pillar Metrics
  - Lead VHA in Mental Health programs by improving Continuity of Care.  
  `Mental Health access is improving; working on timely follow-up with Veterans is the next step.`
  - Achieves the 90th percentile in national performance measures.
  `VACO sets yearly performance goals, and each year these are met through our daily work.`

- Additional Goal
  - Decrease the number of readmissions due to congestive heart failure.
  `Reducing patient mortality due to congestive heart failure is a key quality effort for us.`

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

**MyVA**

Employee Experience

- Pillar Metric
  - 65% of staff will have significant engagement in Lean Management activities.
  `The medical center is committed to managers and employees using Systems Redesign tools.`

- Additional Goal
  - Improve nursing recruitment and retention.
  `Improving the Nursing experience will improve the Veteran's experience of care.`

  - Transition to a Health Care System model by addressing governance, branding and culture.
  `The number of clinics across Central Indiana is increasing; we need to structure for success.`

**Service:** Provide right care and support to Veterans.

**MyVA**

Veteran Experience

- Pillar Metric
  - Improve telephone responsiveness.
  `Our first point of contact is by phone – faster response time will meet Veteran's needs.`

- Additional Goal
  - Improve Veteran experience with primary care.
  `We have improved primary care access, working on Veteran experience is the next step.`

**Stewardship:** Improve efficiency in use of resources.

**MyVA**

Support Service Excellence and Enhance Strategic Partnerships

- Pillar Metric
  - Bring more financial resources to Indianapolis by closing patient encounters.
  `We estimate we lost about $500k dollars last year due to open clinical encounters.`

- Additional Goals
  - Increase the number of Veterans enrolled in VA healthcare by 4%.
  `Reaching out and involving more Veterans in VA healthcare is the right thing to do.`

  - Improve the Environment of Care to address issues of patient experience, life safety and appearance.
  `Veterans and staff deserve the best care environment we can provide.`

  - Achieve a $2.5M return on investment (ROI) for improvement activities.
  `Investment in Systems Redesign should result in both effective AND efficient operations.`

**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.