

VA



U.S. Department
of Veterans Affairs



Caring for Veterans: A Higher Calling



**Secretary of Veterans Affairs
Robert A. McDonald**



Our Mission



**Lincoln's Charge, 1865 ~
"To care for him who shall have
borne the battle, and for his widow
and his orphan."**



**Today ~ To care for those "who shall
have borne the battle," and for their
families and their survivors.**

The best, most inspiring mission and greatest clients of any health care system in the world.



Our Values



Integrity

Commitment

Advocacy

Respect

Excellence





VA Administrations



- **Veterans Health Administration (VHA)**
 - Health care for almost 9 million enrolled Veterans
- **Veterans Benefits Administration (VBA)**
 - Administers benefits (disability, pension, education, insurance, loans, rehabilitation)
- **National Cemetery Administration (NCA)**
 - Honors Veterans & families with final resting places & commemorates their service and sacrifice.



Benefits & Services



- **\$47 billion+** Post-9/11 GI Bill **education** benefits to **1.3 million Veterans and eligible family members (since inception 2009)**.
- **\$1.1 billion vocational rehabilitation & employment** benefits to **99,000+** disabled Veterans (FY 2014).
- **Life insurance** for **6.5 million Veterans, Servicemembers, and families**.
- **2.1 million home loans**; **440,000** totaling **\$100 billion** in FY 2014; helped **80,000+** Veterans avoid foreclosure last year (lowest foreclosure rate in the industry last 25 consecutive quarters).
- **\$58 billion+** **compensation** benefits for **~3.9 million Veterans, ~420,000** rated **100% disabled (FY2014)**. Forecast **\$66 billion** for **4.2 million Veterans FY 2015**.
- Completed **1.3 million FY 2014 claims**, **~150,000** more than FY2013's record setting year (**1.2 million** completed).
- Claims **backlog** down **64%** the last 24 months—**611,000** to **215,000**.



Our Health Care Clients



Almost **9 million** Veterans are enrolled for VA health care —
from the 90-year-old Veteran of **WW II**,
to the 80-year-old Veteran of **Korea**,
the 60-year-old Veteran of **Vietnam**,
the 40-year-old Veteran of the **Persian Gulf**, and
the 20-year-old Veteran of **Iraq** and **Afghanistan**.





Facilities



- **150 VA Medical Centers**
- **819 Community-Based Outpatient Clinics (CBOCs)**
- **300 Vet Centers (Readjustment Counseling), 135 Community Living Centers, 104 Residential Rehabilitation Treatment Programs**
- **Outreach and mobile medical clinics to serve the most remote Veterans — all tethered to one of our medical centers**





Why VA Health Care



A triad of unique capabilities



Groundbreaking Research



- **3 Nobel Prizes and 7 Lasker Awards**
- Groundbreaking research into **PTSD, Traumatic Brain Injury (TBI)**, and the use of **telehealth** and personal-assistance technology, including iPads, to deliver care better
- Pioneered the use of **electronic health records** and **bar-code software** for administering medications.
- Developed the **implantable cardiac pacemaker**, conducted the first successful **liver transplants**, and created the **nicotine patch** to help smokers quit smoking
- Partnered with DARPA to design **artificial limbs** that respond to thoughts of paralyzed patients — a system called “**Braingate**,” featured by *60 Minutes* in 2012



Education & Training



- Partners with over 1,800 **educational institutions** & organizations on hundreds of initiatives & **research projects**.
- Each year, VA trains ~120,000 health-care workers — 62,000 **medical students** and **residents**, 23,000 **nursing students**, 33,000 students in other health fields.
- An estimated **70% of all U.S. doctors** have trained with VA.

80 facilities **partner with law schools**, legal clinics, and firms training of Veterans legal advocates and public policy experts.





Clinical Care & People



- **240,000 episodes of care each day** — more than 90 million scheduled appointments in 2013 alone.
- VA receives **higher satisfaction** ratings from Veterans for inpatient and outpatient care than private hospitals receive from their patients.
- **340,000 employees** — **one-third of whom are Veterans**.
- **Largest employer of nurses in the Nation.**



*We **need the best people to join us** in fulfilling our historic mission — caring for those who “shall have borne the battle.”*



Excellence Today



- VA hospitals are a **national leader in reducing MRSA** infections — down **68.6%** since 2007, compared to 30% for non-VA hospitals.
- 2014 **John B. Barnwell Award** recipient: Dr. Michael Oxman, San Diego Health Care System, for leadership in VA's Shingles Prevention Cooperative Study.
- 2014 **Service to America Medal** recipients: Dr. William A. Bauman, M.D., and Dr. Ann M. Spungen, Ph.D., National Center of Excellence for the Medical Consequences of Spinal Cord Injury, VA Medical Center, Bronx, New York.
- 2014 Paralyzed Veterans of America **Clinical Advocacy Award**: Dr. Beth Taylor, Office of Nursing Services, for leadership in Spinal Cord Injury Patient Unit staffing models.
- 2014 Thomas L. Petty **Distinguished Pulmonary Scholar Award**: Dr. Eileen Collins, Texas Valley Coastal Bend Health Care System, for significant advances in the field of pulmonary rehabilitation

Video



2014 Service to America Medal





Progress on Access



- **37 million appointments — 1.8 million more** than in the same months last year (May-Dec).
 - **98% completed within 30 days of preferred or medically necessary date.**
 - **880,000 during extended clinic hours on nights and weekends.**
- **2 million authorizations for private-sector care — nearly 45% more** than in the same months last year (May-Jan).
- **Electronic Wait List shrank from over 57,000 appointments to under 25,800 — a 56% reduction** (May-Jan).
- **Increased recruiting and hiring — 836 more physicians, 1,856 more nurses, and 1,266 more support & scheduling staff** (Apr-Dec).



Incentives for Employment



We're working hard to help you work hard.

- Education **debt reduction** up to \$120,000 over 5 years for health care professionals.
- Student **loan repayment** up to \$10,000 per year, with a lifetime cap of \$60,000.
- Employee **scholarships** incentivize degrees or training in select areas of health care, covering tuition & related expenses for a service obligation.
- Comprehensive **pay & compensation** packages commensurate with education, clinical experience, and market.
- Recruitment, relocation, and retention **incentives** to increase clinical providers for rural and highly rural hospitals and clinics.
- Salary range increased to make us more **competitive** with other employers.
- Pilot program for **loan repayment** for students in psychiatry, funded by the 2014 **Clay Hunt** Suicide Prevention for American Veterans Act.



*my*VA Objectives

- 1. Improving the Veteran experience to be seamless, integrated, and responsive**
- 2. Improving the employee experience, focusing on people and culture to better serve Veterans**
- 3. Improving our internal support services**
- 4. Establishing a culture of continuous improvement**
- 5. Enhancing strategic partnerships**



What is *my*VA?

- It's about **putting the Veteran's interest first.**
- It's about **empowering** employees and helping them deliver excellent customer service to improve the Veteran experience.
- It's about **improving** or eliminating processes that impede good customer service.
- It's about **rethinking** our internal structures and processes to become more Veteran-centric and productive.



Organizational Realignment



*my*VA

- **Five regions** facilitating delivery of services across the **nine business lines** of operations
- **More effective customer-service** training & capabilities across VA

A new, unified organizational framework



Strategic Partnerships



*my*VA

- **New national network of Community Veteran Advisory Councils (CVACs)**
- **Evaluation & benchmarking of existing partnerships**
- **“Gap analysis” to identify areas not covered by available services**



Let's talk about it



The best, most inspiring mission — the greatest clients in the world.