Blueprint for Excellence – Fact Sheet
September, 2014

**Background:**
VA Secretary Robert McDonald and Interim Under Secretary for Health, Dr. Carolyn M. Clancy, have developed a guiding document for VA moving forward called the *Blueprint for Excellence*. The purpose of this document is to offer a detailed vision of how VA will evolve as a model national health care provider - delivering both excellent health care and an excellent experience of care to all Veterans served.

VA is determined to address systemic problems in access to care and recommit to a culture that puts the Veteran first. The *Blueprint for Excellence* is a common framework for action, based upon both the VA Strategic Plan 2014-2020 and the VHA Strategic Plan 2013-2018.

VA’s values of Integrity, Commitment, Advocacy, Respect and Excellence (ICare) are key elements in our transformation to the Positive Culture of Service Secretary McDonald envisions.

**Goals of Blueprint for Excellence:**

- The *Blueprint for Excellence* will guide VA employees in rebuilding Veterans’ trust in the health system and in those who provide their health care and services.

- By recommitting to become the Veteran-centric health system the *Blueprint for Excellence* describes, VA will provide an environment that honors Veterans’ service to our nation and empowers Veterans to achieve optimum health and well-being.

- The *Blueprint* describes a transition from “sick care” to “health care.” This will be achieved by providing personalized, proactive, patient-driven care that focuses on what is important to the Veteran.

- The strategies in the *Blueprint* will set VA on a course to achieve the desired outcomes of the Veterans Access, Choice and Accountability Act of 2014 and will enable VA to become the provider-of-choice for Veterans moving into the future.

- In order to improve health care performance and operational effectiveness, expectations will be achievable and clear, and steps will be taken to ensure sustainable employee accountability.
10 Strategies in the Blueprint:

Strategy 1: Operate a healthcare network that anticipates and meets the unique needs of enrolled Veterans, in general, and the service disabled and most vulnerable Veterans, in particular.

Strategy 2: Deliver high quality, Veteran-centered care that compares favorably to the best of private sector in measured outcomes, value, access and patient experience.

Strategy 3: Leverage information technologies, analytics, and models of healthcare delivery to optimize individual well-being and population health outcomes.

Strategy 4: Grow an organizational culture, rooted in VA’s core values and mission, that prioritizes the Veteran first, engaging and inspiring employees to their highest possible level of performance and conduct.

Strategy 5: Foster an environment of continuous learning, responsible risk-taking, and personal accountability.

Strategy 6: Advance a model of healthcare that is personalized, proactive, and patient-driven, and engages and inspires Veterans to their highest possible level of health and well-being.

Strategy 7: Lead the nation in research and treatment of military service-related conditions.

Strategy 8: Support innovation in health services through academic affiliations, information exchange, intergovernmental, public-private, and community-based initiatives.

Strategy 9: Operate and communicate with integrity, transparency and accountability to earn and maintain the trust of Veterans, stewards of the system (Congress, Veteran Service Organizations) and the public.

Strategy 10: Modernize management processes in human resources, procurement, payment, capital infrastructure, and information technology to operate with benchmark agility and efficiency.