



# 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.