http://maketheconnection.net/stories/98
Organizational Renewal

MyVA Transformation

Make Veterans want to be our customer

- Improving the Veteran Experience
- Improving the Employee Experience
- Improving Internal Support Services
- Establishing a Culture of Continuous Improvement
- Enhancing Strategic Partnerships

U.S. Department of Veterans Affairs
Organizational Renewal

12 Breakthrough Priorities.

Veteran touchpoints

1. Improve the Veterans Experience
2. Increase Access to Health Care
3. Improve Community Care
4. Deliver a Unified Veterans Experience
5. Modernize our Contact Centers (to include Veterans Crisis Line)
6. Improve the Comp & Pension Exam
7. Develop a Simplified Appeals Process
8. Continue to Reduce Veteran Homelessness

Critical enablers

9. Improve Employee Experience (to include leadership development)
10. Staff Critical Positions
11. Transform OIT
12. Transform Supply Chain

MyVA
Building Trusted Relationships

Strategic Partnerships
Employee Experience
Performance Improvement
Support Services
**Organizational Renewal**

**MyVA Communities** are a collaborative network of Veterans, advocates, resources, and other stakeholders who organize through community Veteran engagement boards to improve outcomes for Veterans, Service members (SM), and their communities (Community Veteran Engagement Boards).

**MyVA Communities** provide a forum for local collaboration among public and private resources, services, and advocates. United around common goals, objectives, and actions, these communities will...

- Improve Veteran/SM outcomes by connecting public and private resources and capabilities
- Create forums where public and private efforts can learn about each other and work together to enhance their effectiveness and improve Veteran/SM outcomes
- Enable Veterans/SMs to easily identify and reach all of the resources available to them, voice their opinions, and provide valuable input
- Create direct and open lines of communication within the community to serve as an early warning system and enable local responsiveness to issues
Organizational Renewal
Diffusing Best Practices Across VHA

To help spread the word or diffuse these innovations, VA is embarking on a threefold Diffusion Process:

• **Established the Promising Practices Consortium and Diffusion Council.** VHA stood up a community to promote promising practice sharing between facilities and the diffusion of best practices, including a Diffusion Council governance process.

• **Facilitating the Diffusion of Gold Status Best Practices:** The finalists were further narrowed to 13 Gold Status Best Practices, which will be replicated in VA health care facilities across the system.

• **Establishing a Sustainment Strategy:** VA will establish a mechanism for incentivizing and institutionalizing the identification and diffusion of practices nationwide so that every facility has the opportunity to implement the solutions that are most relevant to them.

More than 250 ideas were narrowed to a field of 13 Gold Status Best Practices
Priorities for Strategic Actions

- Access – care at the right time appropriate to clinical need
- Employee Engagement – greater input, valued, supported
- High Performance Network – coordinated system of care
- Best Practices – identify and disseminate throughout VA
- Veterans First: Trust in VA Care – we will be there when needed
We aspire to provide access to care based on the following core principles:

- Provide timely care, including same day services in Primary Care, as needed
- Provide timely Mental Health care, including same day services, as needed
- Provide Veterans medically necessary care from another VA Medical Center, while away from their primary facility
- Respond to routine clinical inquiries within 2 business days
- Offer appointments and other follow-up options upon leaving clinic
- Actively engage Veterans for timely follow-up if a clinic is canceled due to unforeseen circumstances
- Integrate community providers as appropriate to enhance access
- Offer Veterans extended clinic hours, and/or virtual care options, such as Telehealth, when appropriate
- Transparently report access to care data to Veterans and the public
Focus of the Mental Health Initiative:

Ensuring EVERY Veteran reaching out for care is provided prompt, personal attention by a provider.

Declaration: Provide timely Mental Health care, including same day services, as needed.

- Any Veteran in crisis or with another urgent need will receive an immediate response by a provider.
- Any Veteran new to MH for non-urgent needs will receive an initial evaluation screening by the next calendar day.
Access Opportunity: Telemental Health

- Multiple activities are underway to ensure access to mental health care – extended clinic hours, Primary Care/ Mental Health Integration, scheduling and telephone enhancements, and expansion of telemental health/ virtual care options
- VA is a world leader in telehealth services which are mission-critical to the future direction of VA care to Veterans - *caring for more than 677,000 Veterans through telehealth in fiscal year 2015*
- VA is leveraging Telehealth to expand access to mental health care by establishing four additional Telemental Health hubs to join the National Telemental Health Consultation Center. The hubs will provide Veterans, particularly those living in rural areas, with enhanced access to mental health care and will close the gap in access in traditionally underserved communities.
- The hubs will be located in Charleston, SC.; Salt Lake City, Utah; Pittsburgh, PA; and a consortium of facilities in Boise, ID; Seattle, WA; and Portland, OR.
### Access to Care Supported by Psychologists On-Board Ready to Serve

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* Updated 2015 and 2016 numbers from HTMO as of 05/20/2016
Psychology: Mission Critical Occupation, Federal Action Skill Team (FAST)

- Government Accountability Office (GAO) determined that human capital management is a high-risk issue, thus the Office of Personnel Management (OPM) partnered with VA to identify Mission Critical Occupations (MCOs)
- 0180 Psychologist is defined as 1 of 3 MCOs within VA
- A VA Team will:
  - Identify root causes of psychologist occupation skill gaps (9/16)
  - Develop & implement action plans to address gaps (10-11/16)
  - Regularly assess progress (1/17)
- Drs. Stacey Pollack and Kendra Weaver are the leads for psychology and they may reach out to others for help with FAST tasks
Leadership: Leaders Developing Leaders

**Secretary McDonald – Five E’s of Leadership**

- **Envision**  
  Create the future

- **Engage**  
  Build relationships

- **Energize**  
  Inspire others

- **Enable**  
  Build capability

- **Execute**  
  Deliver outstanding results

[Link](https://www.vapulse.net/videos/4495)

- It is the daily work of psychologists -
“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou