



MyVA Update

And Path Ahead

November 7, 2016

VA



U.S. Department
of Veterans Affairs

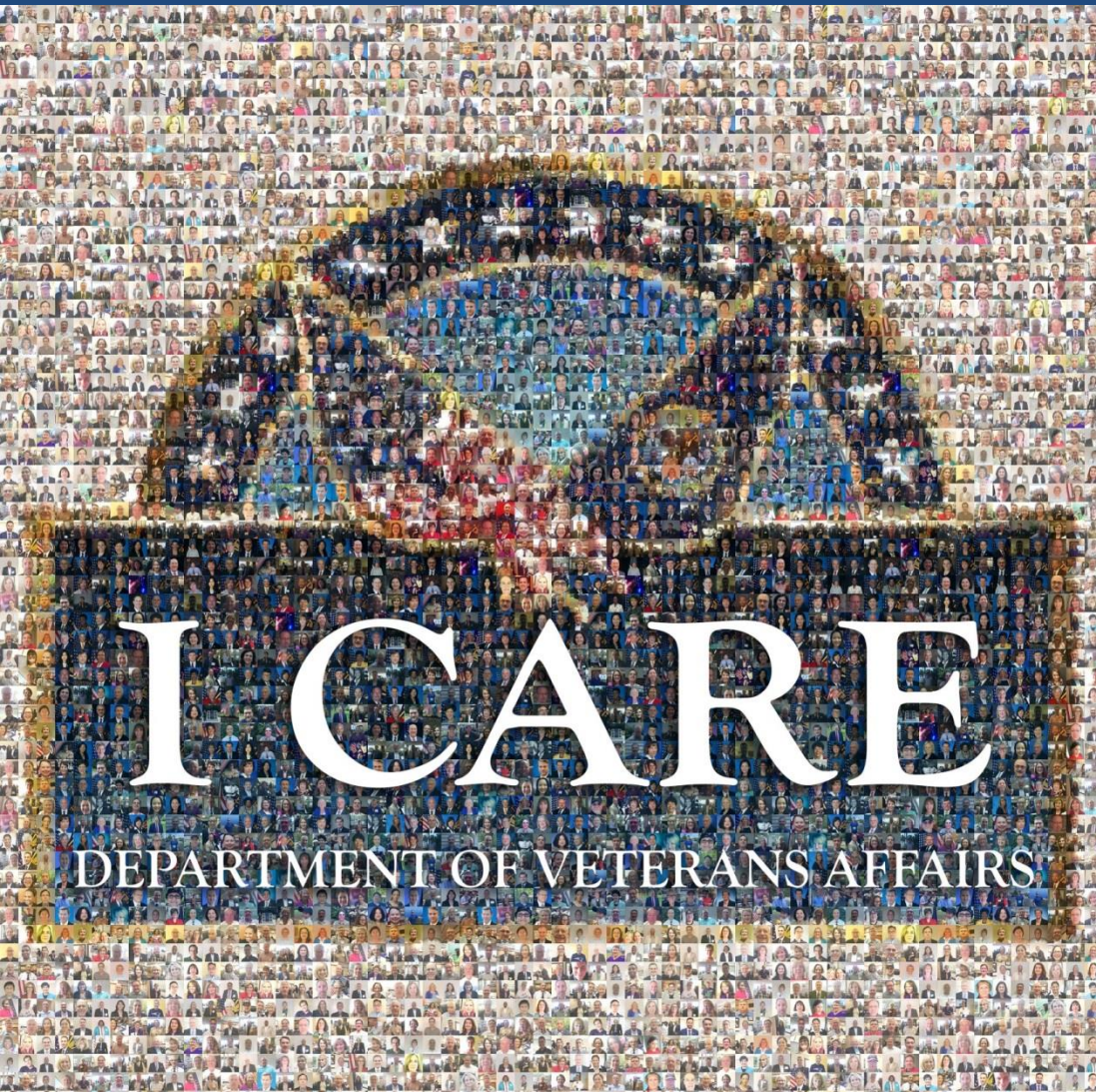
MyVA is about fulfilling our mission

To care for him who shall have borne the battle and for his widow, and his orphan.

- Abraham Lincoln, 1865

Today, we say to care for *those* “who shall have borne the battle,” and for their families and their survivors.

MyVA is about living the ICARE values



“The biggest change is how the ICARE values are sticking. 2-3 years ago, ICARE was a logo. Now people understand them and are being guided by these values. They are the real deal and are here to stay.”

- VHA field employee

A cultural shift is occurring

From...

VA-centric

Rules-based

Siloed

Reactive

Skeptical of “outsiders”

To...

Veteran-centric

Principles-based

Integrated

Proactive- Sharing best practices

Actively pursues and engages partners



VA is transforming, the culture is changing



Veterans are feeling the difference



- Rebuilding trust
- Improving access
- Improving the quality of healthcare
- Preventing suicide
- Reducing homelessness
- Overhauling the digital experience
- Answering the phone



Employees are behaving differently



- Learning from fresh perspectives and teamwork
- Getting the right people in the right spots
- Developing leaders
- Living the ICARE values
- Being principles based rather than rules based
- Building new capabilities

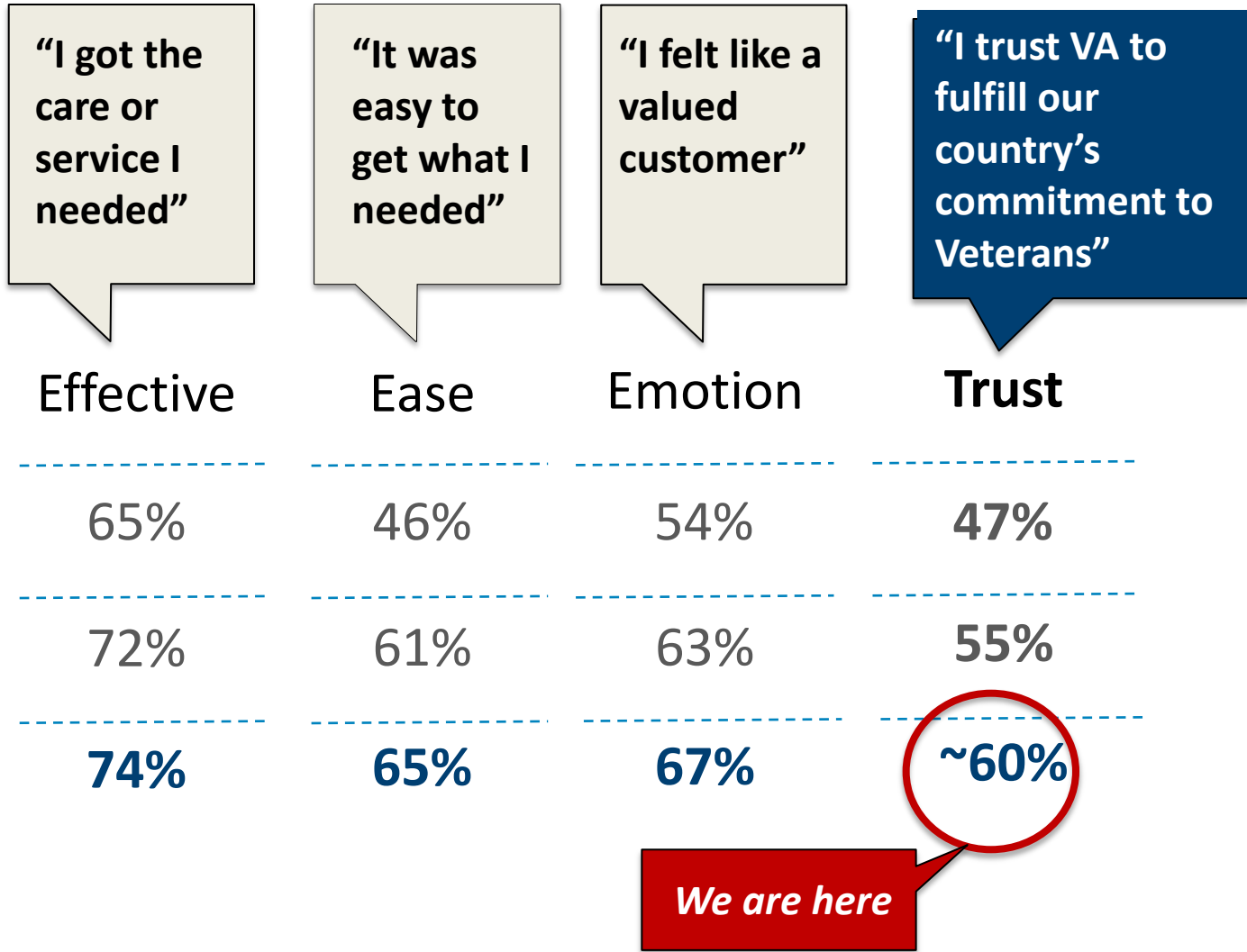


VA is acting differently

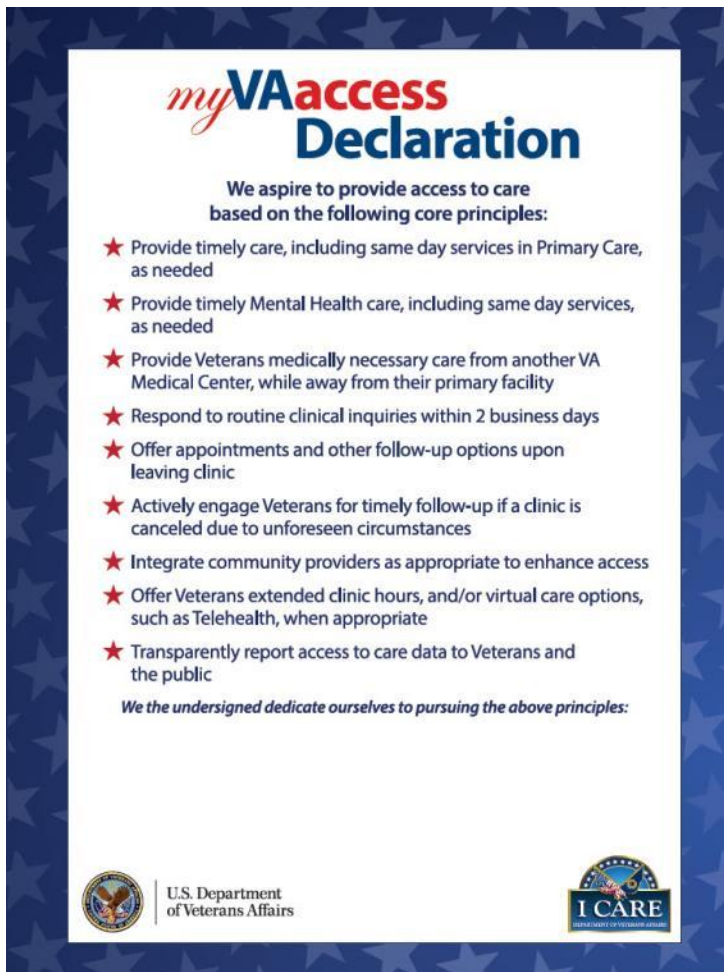


- Running like an integrated enterprise
- Leveraging scope and scale
- Maintaining excellence in areas of strength
- Reducing unfavorable variance
- Aligning resources with requirements
- Contributing as a valuable national asset

Veteran Experience metrics are improving



MyVA Access Declaration is changing mindsets



myVAaccess Declaration

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

We the undersigned dedicate ourselves to pursuing the above principles:

U.S. Department of Veterans Affairs

I CARE
Department of Veterans Affairs



We are drastically improving the phone experience

- **VBA blocked call rate** cut from 59% in January to an average of 25% in July, 15% in August; and now <1% in September & October (improvements due to staffing, new technology, and improved business practices)
- **Veterans Crisis Line (VCL)** is answering more crisis calls; we are referring more Veterans to Suicide Prevention Coordinators; and we are rescuing more Veterans.
 - “Press 7” option implemented at all sites by end of this month
 - Doubled in size, with new hub in Atlanta
- **VAMC Contact Centers** (100% by year’s end) for Scheduling, Nurse Triage, Pharmacy, and Medical Center Operator
- **MyVA311** to be rolled out on Veterans Day, 2016

We are thinking about the Veteran Experience differently

Journey Maps

VA needs to see the whole Veteran—making sure we understand their goals and what they are trying to accomplish as they interact with VA—so we can better understand where VA fits in their lives along with identifying gaps in customer service.



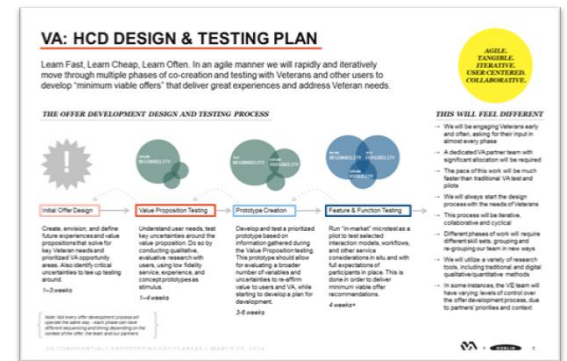
Personas

Our 10 personas help us take a "needs-based" approach to understanding our customers, helping VA product or service owners generate concepts for processes and products that directly affect potential VA customers.



Iterative Prototyping

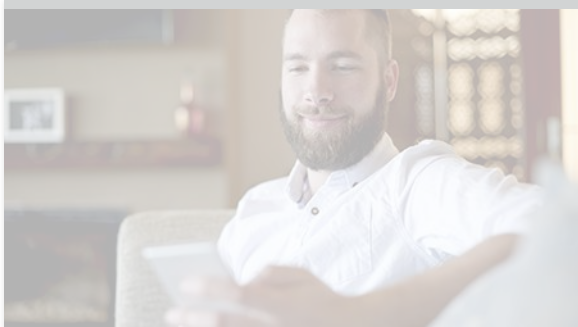
Learn Fast, Learn Cheap, Learn Often – in an agile manner we will rapidly and iteratively move through multiple phases of co-creation and testing with Veterans and other users to develop “minimum viable offers” that deliver great experiences and address Veterans’ needs.



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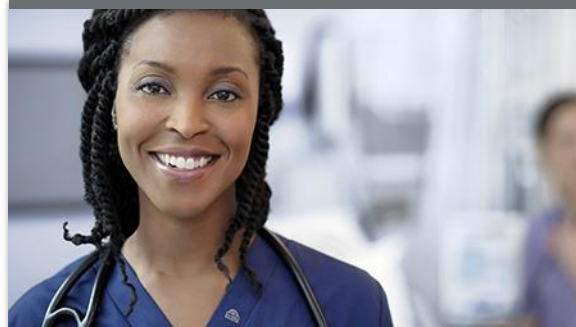
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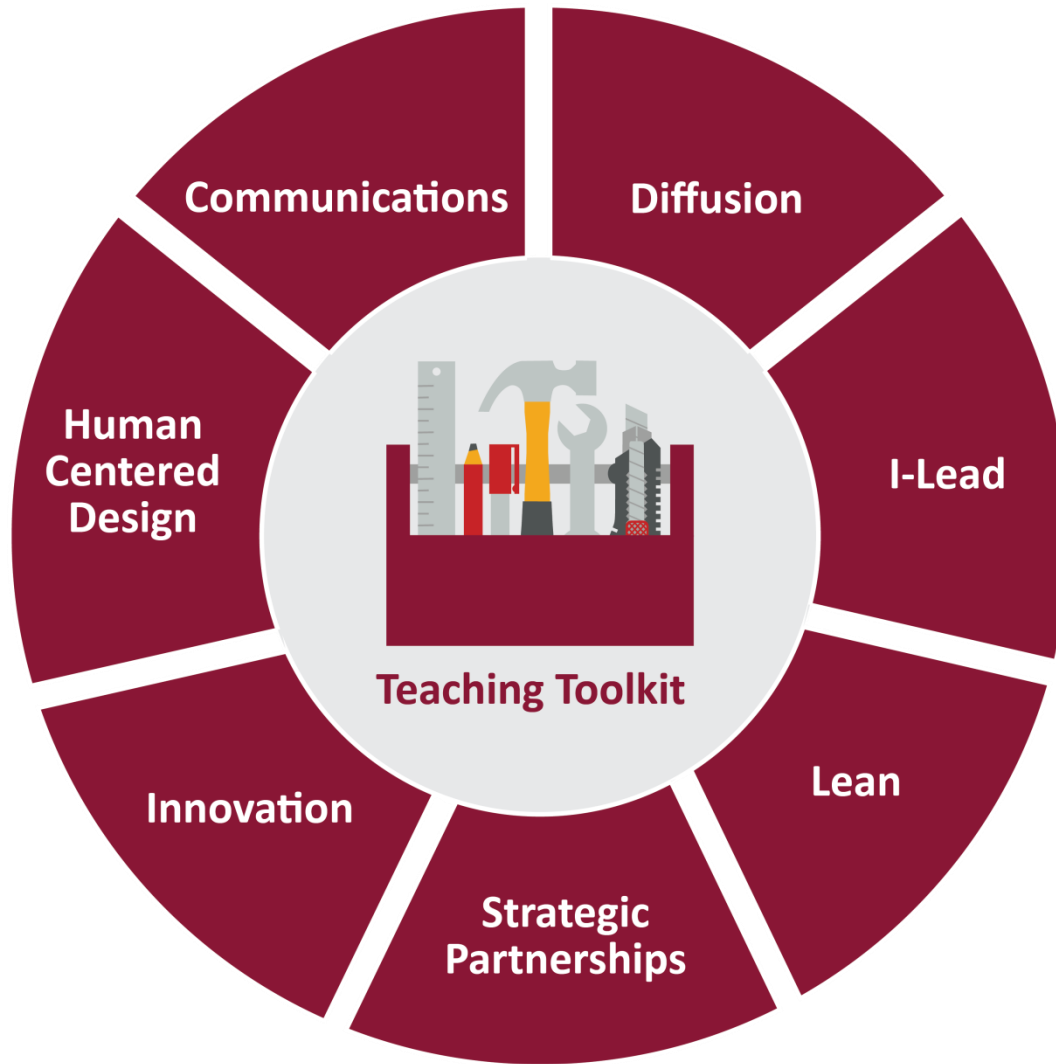


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We are building new capabilities in our leaders



We are working hard to improve the Employee Experience

Results from the Federal Employee Viewpoint Survey (FEVS):

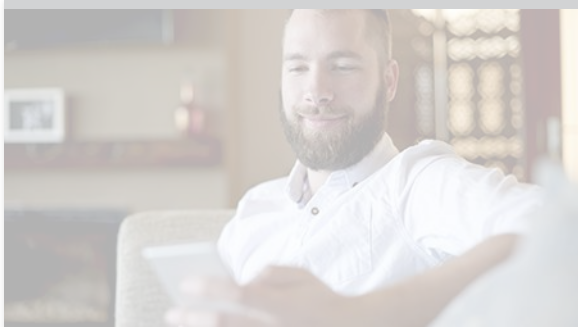
- The Employee Engagement Index (EEI) increased for the second straight year
- Scores improved on 66 of 71 questions (same on 4, down 0.1% point on the other)
- One of 5 departments noted for having a “remarkable turnaround” by OPM
- *(coming soon)* The Partnership for Public Service’s “Best Places to work in Federal Government” will be announced in December

- Executive Employee Engagement (EE) Council addressing enterprise-wide EE matters
- VA-wide EE Champions network promoting EE initiatives across the enterprise
- Employee Engagement Resource Center sharing tools, strategies, and leading practices in EE
- Employee Engagement Playbook & Handbook helping managers grow an engaged workforce
- standardizing new employee orientation
- stronger internal communications

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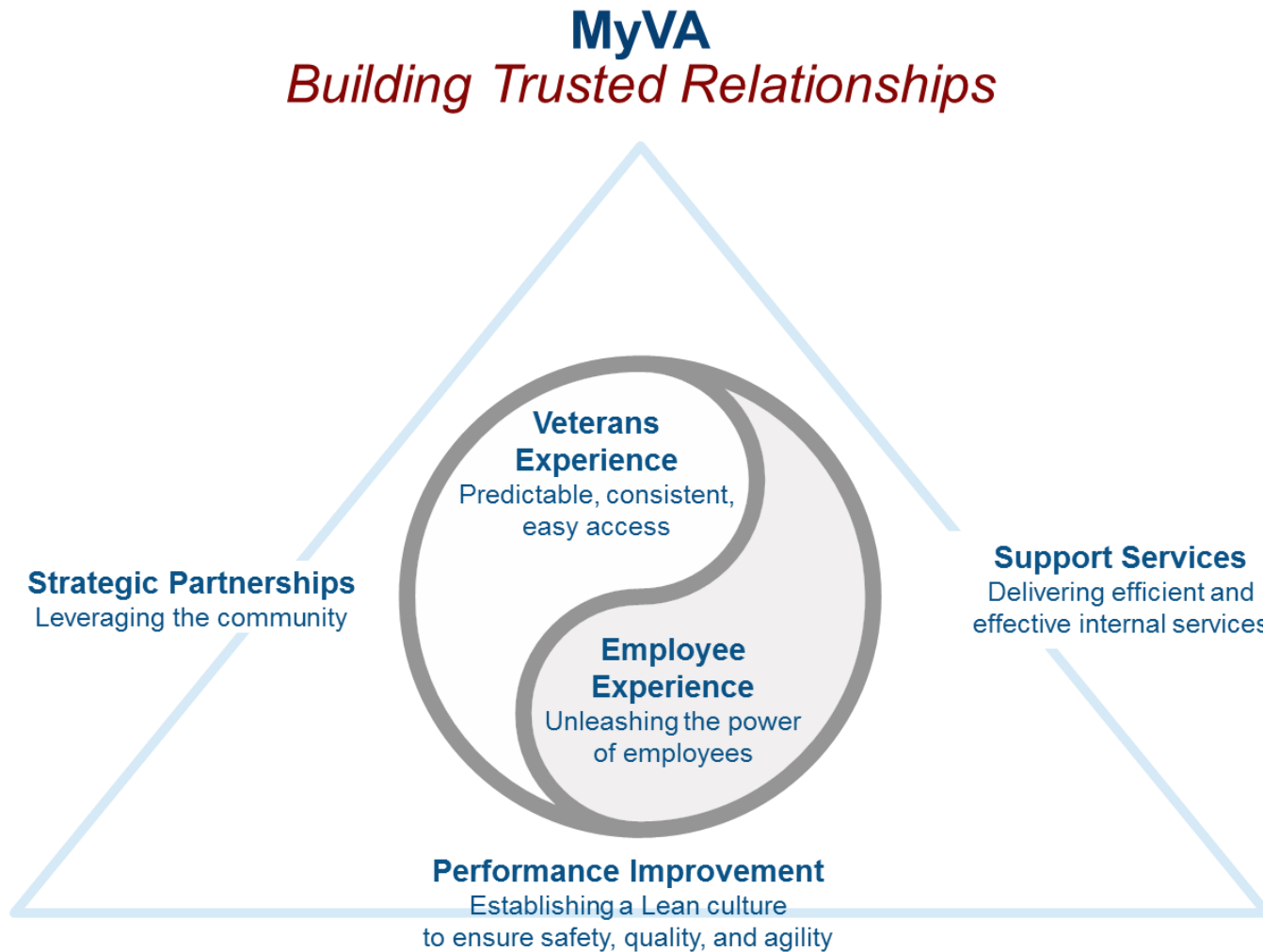


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The 5 MyVA Strategies will continue to be our guide



MyVA 2017-2020

Improve the Veterans Experience

This is why we created the VE office and are training employees on Human Centered Design

Future state

- Veterans receive quality care and services when, where, and how they need them. Access to the care and services are predictable, consistent, and easy to navigate.
- Veterans and their families experience consistent, high quality customer service through 21st century technology. Every contact they have with VA is timely, efficient, and user friendly, whether in-person, by phone, online, or by postal mail.
- Veterans from vulnerable and underserved communities (e.g., women, aging) consistently receive appropriate access and services that meet their unique needs.

Improve the Employee Experience

This is why we are focusing on Leaders Developing Leaders, ILEAD, getting compensation right, internal communications, and employee engagement

Future state

- VA workforce is comprised of Veteran-focused individuals with specialized expertise and complementary skills who collaborate, innovate and produce consistently superior results.
- VA leaders foster a culture of trust, inclusion, and accountability. VA leaders engage, inspire, and empower their employees to deliver a seamless, integrated, and responsive Veteran Experience.
- VA employees experience clear, transparent, two-way communication.

Improving internal Support Services

Efficient and effective
internal services are
critical to enabling a
great employee
experience

Future state

- VA has integrated business operations that deliver high-quality, effective, and efficient enabling and support services with an enhanced focus on customer service.
- VA leverages its scope and scale to drive cost reduction and improve efficiencies, making it a good steward of taxpayer dollars.

Establishing a culture of continuous Performance Improvement

This is why we are training employees on Lean Management, Innovation, RAMMP and diffusion of best practices

Future state

- VA has a culture of continuous performance improvement through enterprise integration of People, Process, and Technology. Teams work across staff offices and administrations to maximize impact - creating a better work environment and increasing the quality of service for Veterans.
- Best practices throughout the organization are diffused and adopted. Innovation becomes a source of new best practices.
- The organization and processes are streamlined to promote agility, reduce unnecessary bureaucracy, and eliminate organizational silos.

Future state

Enhancing Strategic Partnerships

Force multiplier for Veteran outcomes; provides help to Veterans that VA is unable to serve (e.g., less-than-honorable discharged Veterans)

- VA deepens and leverages relationships with strategic partners and stakeholders to improve the Veteran Experience. Governmental leaders (federal, state, local, tribal) and Veterans groups actively participate in developing solutions that increase the quality of services that Veterans receive. VA effectively promotes services and progress to the general public.

13 priorities 2017



Access

(to include Same Day Services, Community Care, Suicide Prevention, and Front Line Training)



Claims and Appeals



Information Technology



Supply Chain



Financial Management



Vets.gov and Contact Centers



Homelessness



Shared Services



Electronic Health Record



Enterprise Data Management



Human Resources

(to include recruiting and onboarding)



Internal Communications



Strategic Operating Model

2017

 Improving the Veterans Experience

 Improving Support Services

 Improving the Employee Experience

 Continuous Improvement

What we are doing to ensure no momentum is lost during the upcoming transition period

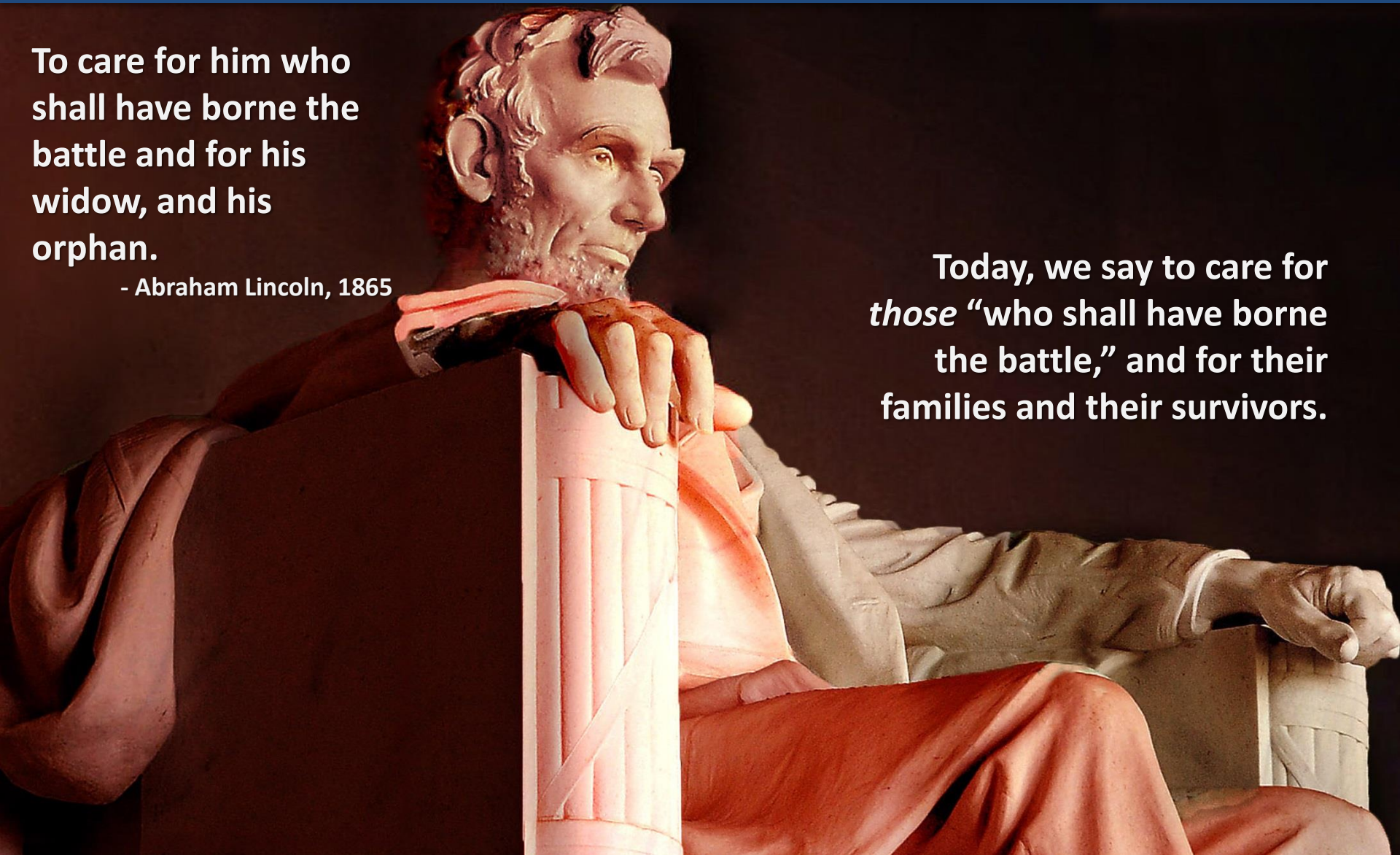
- Locking in the 2017 MyVA plan, goals, initiatives and processes (that will have to be proactively changed rather than “let expire”)
- Engaging the senior career leadership (i.e., Senior Leadership Annual Business Meeting and subsequent cascading)
- Engaging our partners (e.g., VSOs, NASDVA, Congress, unions, OMB, OPM, GAO)
- Internal communication down to the front-line level (e.g., MyVA Momentum video, town halls, MyVA NEWS blog)
- Codifying progress made and plan ahead (i.e., MyVA Transformation Update 3.0, presidential transition plan, HBS case study)
- Pushing legislative priorities for the “lame duck” session
- Reinforcing our mission & values every chance we get; not the politics

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- Abraham Lincoln, 1865

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Michael Feil



Michael leads the MyVA Task Force Program Support Office. In this capacity he works directly for the Executive Director of the MyVA Task Force. The Program Support Office guides and supports the activities of the five MyVA priority initiatives in pursuit of the Task Force's charter to:

Develop and guide required new initiatives;

Develop and incubate enabling capabilities to permanent organizations, and;

Fortify and integrate existing efforts.

Prior to assuming his current position, Michael supported the Department of Veterans Affairs Offices of Small and Disadvantaged Business Utilization, and; the Transition Assistance Program.

Prior to his involvement with the Department, Michael provided consultant services to Booz Allen Hamilton, JPA Partners, Genesi-USA, and the Institute for Defense Analyses (a Federally Funded Research and Development Center) in the areas of operational assessments and technology integration. After retiring from the US Army in 2010, he held position of Director, Security Initiatives for MATT- Mexicans and Americans Working Together; and later General Manager for Federal Services within the AAR Corporation.

Michael earned his Bachelor of Science degree in Systems Engineering from the United States Military Academy, West Point, New York and Masters from both the Naval Postgraduate School and the US Army War College. Michael's publications and presentations include: contributing author for "Bi-national Dialogue on Mexican Migrants in the U.S. and in Mexico", Georgetown University and presentations on "Public Insecurity and Emigration: The Mexican Case", University of Texas San Antonio. Michael's military recognition includes the Distinguished Service Medal and the Bronze Star.