

CULTURAL
TRANSFORMATION AT

Includes:

AT VA COMMUNITY LIVING
CENTERS, OUR GOAL
IS TO PROVIDE THE
HIGHEST LEVEL OF
CUSTOMER SERVICE.

During your stay, VA staff will work with you to address any concerns or questions. Your VA care team is responsible for all aspects of your care and will develop an individualized plan of care for you. Your care plan will be developed around who you are as a person, your specific needs, and your life-long habits.

Our goal is to integrate quality of life and quality of care to provide world class customer service. As VA staff, we pledge to serve our Veterans in a kind and compassionate manner, with the utmost respect for each Veteran's dignity and privacy.

**PLEASE LET US KNOW IF WE ARE
SUCCESSFUL IN PROVIDING
WORLD CLASS CUSTOMER SERVICE.**

WELCOME

TO THE VA COMMUNITY LIVING CENTER



VA | Defining
HEALTH CARE | **EXCELLENCE**
in the 21st Century

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THANK YOU

for your service to our country. VA is dedicated to providing the highest level of healthcare and customer service during your stay.



CULTURAL TRANSFORMATION

In the VA Community Living Centers, providing patient-centered care is called cultural transformation. Cultural transformation is how we describe our efforts to create a safe, warm, and inviting home environment.

Each Veteran's plan of care is designed around their age-appropriate needs, preferences, and life-long habits. Family and friends are encouraged and welcome to visit.

Veterans from all generations and cultures are able to spend their time in a meaningful way through activities, outings, and hobbies.



photo by SMSgt. David H. Lipp

At the Community Living Center, we mark holidays and life events with special meals and celebrations.



WHAT IS PATIENT-CENTERED CARE?

Patient-centered care is a way of providing healthcare that:

- ♥ Honors mind, body and spirit
- ♥ Provides individualized care
- ♥ Emphasizes quality of life and quality of care
- ♥ Encourages Veterans to participate in decisions about their care
- ♥ Respects Veteran's choices
- ♥ Schedules care with consideration of the Veteran's needs and routines
- ♥ Creates an environment of care that is as close to *home* as possible
- ♥ Creates a trusting relationship between Veterans and their healthcare providers

WELCOME

THE VA COMMUNITY LIVING CENTER IS COMMITTED TO PROVIDING VETERAN-CENTERED CARE.

During your stay, you can expect:

- ♥ To be treated in a kind, compassionate manner
- ♥ To have the ability to make choices about your care and daily routine
- ♥ To have your privacy and personal wishes respected
- ♥ To participate in decisions about your care, and to have a friend or family member represent you if you choose
- ♥ To have the staff who care for you know your life-long habits, needs, and preferences