



## Vision

*We earn our Veterans' trust by consistently delivering compassionate and quality care.*



1-800-273-8255 **PRESS 1**



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### WEST PALM BEACH VA MEDICAL CENTER

7305 N. Military Trail • West Palm Beach, Florida 33410  
www.myhealth.va.gov www.westpalmbeach.va.gov

Local VA Connect: 1-561-422-6838

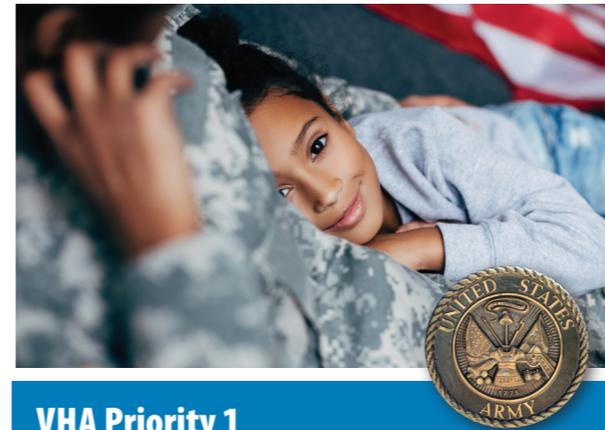
Toll Free VA Connect: 1-866-383-9036

VA Tel-Care Nurse (After 4:00 p.m.): 1-877-741-3400

MEDICAL MEDIA JOB #46520 — 06-06-18



## West Palm Beach VA Medical Center Strategic Plan 2018–2023



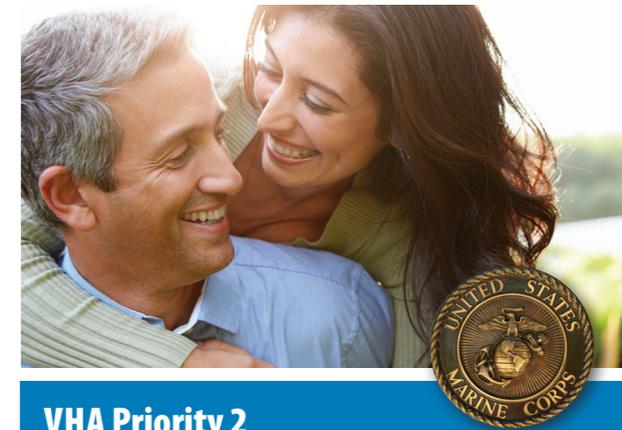
### VHA Priority 1

*Provide excellence in care throughout the continuum of the Veteran's life by providing unparalleled access to high quality care and services when needed and where needed in a patient and family centered environment.*

## 1 RECOGNIZED FIRST-CLASS HEALTHCARE SYSTEM

We are committed to becoming a 5-star organization in healthcare quality and customer service.

- Increase ICU Complexity to provide additional surgical services to meet the needs of our Veterans Become leaders in customer service by instilling Veteran experience as a foundational service and expectation for all staff
- Expand areas of service to be more convenient for our Veterans and their families Provide consistency and high reliability in the quality of care provided



### VHA Priority 2

*Through development and maturation of a research program, cultivate academic partnerships to grow residencies in our core foundational areas and support succession planning.*

## 2 BECOME CENTER FOR RESEARCH AND LEARNING

Through development and maturation of a research program, cultivate academic partnerships to grow residencies in our core foundational areas and support succession planning

- Expand existing partnerships with academic affiliates to foster learning
- Establish a research program to support advances in healthcare





### VHA Priority 3

*Become a center of excellence in care coordination, linking VA-system and community care to simplify processes and eliminate safety risks and delays by establishing strong, reliant partnerships with high-performing medical centers in the community to provide the highest quality health care for Veterans.*

## 3 LEADERS IN CARE COORDINATION

Become a leader in coordination of care, linking VA-system and community care to simplify processes and eliminate safety risks and delays.

- Develop standardization and timely exchange of information with community partners to prevent delays in care
- Launch Clinical Navigators to serve as liaisons and advocates for smooth transitions in care for Veterans and their families
- Streamline processes for Veterans and their families to prevent and mitigate unnecessary concern when care is provided in the community



### VHA Priority 4

*Commit to deliver exceptional care to our critical areas of need to include: gender-specific care; dementia care; delivery of care to our at-risk Veteran populations.*

## 4 BECOME FRONT-RUNNERS IN POPULATION HEALTH

As a highly reliable healthcare organization, focus on the specific needs of our Veteran population and provide excellence in gender-specific care; care for the aging Veteran population; and care for those who are high risk.

- Through activation of a 60-bed domiciliary, provide services for those who battle social and addictive challenges
- Establish a center for healthy aging, aimed to provide evaluation, screening and resources for our Veterans and their families
- Foster distinct VA programs designed to promote independence and provide exceptional care including Blind Rehabilitation, Home Based Primary Care, Mental Health Intensive Case Management and Medical Foster Home Programs



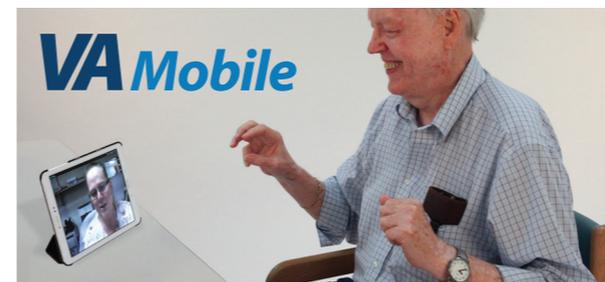
### VHA Priority 5

*Advance our healthcare delivery system through innovation and adoption of technology to meet the needs and expectations of every generation of Veteran.*

## 5 CENTER OF INNOVATION

Advance our healthcare delivery system through innovation and adoption of technology to meet the needs and expectations of every generation of Veteran.

- Adopt available technology to simplify experiences for Veterans
- Serve as early adopters and pilot site for potential technological solutions that improve the delivery of care



### VHA Priority 6

*Be recognized and perceived as a best place to work by investing in staff skill-building, establishing a robust program for recognition of staff excellence and delivery of excellent health care achieved by recruiting and retaining high caliber staff.*



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- Institute key programs that boost employee morale and cultivate employee wellness
- Recruit and retain high caliber staff to provide excellent care for Veterans
- Promote professional growth and skill building to assemble a robust team of highly qualified staff to exceed the expectations of our Veterans