



West Palm Beach VA Medical Center Strategic Plan 2018–2023

MISSION STATEMENT

To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans.

VISION

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

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.

Priority #2

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

Recognized First-Class Healthcare System

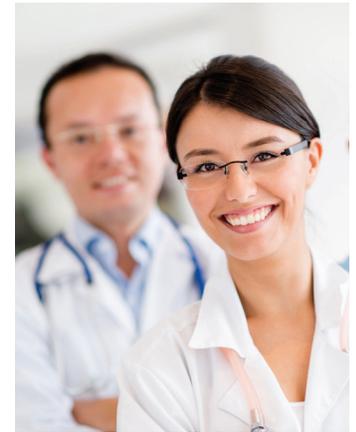
We are committed to becoming an organization committed to delivering high quality care and customer service.



A Center for Research and Learning

Collaborate with academic and research institutions to foster an environment that supports continuous learning.





Priority #3

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



Leaders in Care Coordination

Align with community to confidently provide safe transitions in care and the best outcomes for Veterans.

Priority #5

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



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.

Priority #4

Commit to deliver exceptional care to our critical areas of need to include: gender-specific care; services linked to the needs of geriatric patients; delivery of care to our at-risk Veteran populations.



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.

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.



Best Place to Work

Develop an engaged staff, committed to providing the highest quality care to Veterans, in a compassionate and caring environment.

WEST PALM BEACH VA MEDICAL CENTER
7305 N Military Trail • West Palm Beach, FL 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



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MEDICAL MEDIA JOB #46771 — 05-18-18



U.S. Department of Veterans Affairs
Veterans Health Administration
West Palm Beach VA Medical Center