



Veterans Health Administration

VHA Mission Statement

The mission of the Veterans Healthcare System is to serve the needs of America's veterans by providing primary care, specialized care, and related medical and social support services. To accomplish this mission, VHA needs to be a comprehensive, integrated healthcare system that provides excellence in health care value, excellence in service as defined by its customers, and excellence in education and research, and needs to be an organization characterized by exceptional accountability and by being an employer of choice.

VHA Vision Statement

Healthcare Value begins with VA. The new Veterans Healthcare System supports innovation, empowerment, productivity, accountability and continuous improvement. Working together, we provide a continuum of high quality health care in a convenient, responsive, caring manner — and at a reasonable cost.

Core Values

Trust
Respect
Excellence
Compassion
Commitment

Domains of Value

Quality
Access
Function
Satisfaction
Cost Effectiveness
Healthy Communities