

A new vision for the future

It is a privilege and honor to

have been appointed by Secretary Nicholson to serve as the Director of VA Healthcare—VISN 4. In this position, I have the exciting challenge of directing the operations, finances and clinical programs of a healthcare network that serves an estimated 1.5 million veterans throughout Pennsylvania and Delaware, as well as portions of West Virginia, New Jersey, Ohio and New York. Operating with a budget of over



\$1.5 billion and employing over 11,000 staff members, the network is comprised of ten medical centers and 44 community-based outpatient clinics.



 www.visn4.va.gov

I began my service with the Department

of Veterans Affairs in 1980 as a clinical social worker and have had the privilege of serving in various capacities at a number of VA facilities across the country. Most recently I served for a little over six years as the Director of VA Pittsburgh Healthcare System.

I am very appreciative of the opportunity to make an impact in the lives of so many of our nation's heroes.

VISN 4 has excelled in many areas over the past several years: from enhancing access to modernizing our buildings and equipment, from delivering the best possible health care to improving patient safety and satisfaction. I can say with great pride that VISN 4 is among the best of VA's 21 health care networks.

I believe it is of vital importance to focus on continuously improving quality, access, patient satisfaction, financial performance, and effective communication.

As the new Director, I welcome the opportunity to take VA Healthcare—VISN 4 to an even higher level of service to our veterans and stakeholders.



VISN 4 has achieved quality scores that are significantly higher than the national average in many categories. I take national performance measures very seriously and will strive to lead each medical center in VISN 4 to be quality and performance leaders. Access to care for all veterans is a primary goal for all the facilities in VISN 4. A special emphasis is being placed on access to care for service-connected veterans and Operation Enduring Freedom and Operation Iraqi Freedom veterans. Even though all VISN 4 waiting lists are very small when compared nationally, I believe that any waiting list at all is unacceptable. VISN 4 leadership is striving to get this waiting list down to zero in all categories.

VISN 4 continuously receives high patient satisfaction scores, but until one hundred percent of our veterans are one hundred percent satisfied, we still have a lot of work to do. VISN 4 continues to operate on budget. The continuing resolution has provided a substantial increase in funding for VA. VISN 4 top leadership is currently focusing on

fine-tuning multiple technical financial issues to ensure the VISN is operating in the most efficient manner.

Our nation's heroes deserve the best care and services that can be found anywhere, and I believe that consistently raising the bar and finding ways to improve our services is vital.

VISN 4 has made more timely, more effective communication a continued priority. I have charged all Medical Center Directors in VISN 4 with continuing to enhance and foster effective communications with all stakeholders.

Improving VISN 4's performance will require the dedication and commitment of over 11,000 employees across the network. The quest to constantly enhance care and services for our veteran patients will require the work of many, including the enduring search for new and better ways to deliver patient care and manage our business operations while encouraging and rewarding innovation. VA has been recognized for excellence in health care and patient satisfaction, and I am proud of all of the achievements that have been reached in VISN 4.

The VISN 4 Leadership team is committed to providing our patients with health care that is the best possible care that can be found anywhere in the nation. Each day we will strive to honor each veteran that receives care at all facilities in VISN 4 for all they have done to preserve the freedom that we all enjoy.

As we begin a new chapter in VISN 4's history, I look forward to working with you in the pursuit of fresh and great ideas that will take our network to the next level of excellence.

I look forward to working with you all and meeting many of you during my journeys throughout the VISN.

Sincerely,



Michael E. Moreland, FACHE
Network Director, VISN 4



quality

Provide timely and coordinated care to returning service members through active case management

Excel on national performance measures through the sharing of innovative strategies and enhanced data management and reporting

Improve the quality and expand the availability of comprehensive mental health services

Improve benefit claims quality and processing through systematic monitoring and collaboration

Translate research into improved health care delivery through the application of research findings in the care of veterans at the end of life

Lead the national MRSA prevention program and decrease the rate of MRSA infections

Provide highest quality service in the area of Prosthetic Service

Establish, maintain and operate a proactive cyber security capability through the deployment of policies and procedures, performance of risk assessments, and active use of the incident management program (SOC)

access

Provide patients with improved access to their medical information through the My Healthe Vet program

Improve veteran satisfaction and timely access to health care for new and enrolled veterans

Improve the quality and timeliness of cancer care diagnosis, treatment and follow-up through the use of advanced technologies for diagnosis, testing, data exchange and scheduling

satisfaction

Enhance communication with veterans, service members, employees and stakeholders about VISN 4's mission, goals and current performance, and increase awareness of our services through the dissemination of comprehensive and accurate information

Provide a safe and effective environment of care for patients and staff through proactive risk assessments/environmental rounds

financial accountability

Assure that capital assets are maintained in compliance with sound engineering and financial management principles

Increase resources available for veterans' care by maximizing revenues from all appropriate sources

Demonstrate stewardship of VA assets

Reflect the VAs gratitude to veterans by seeking and contracting with appropriate Veteran Owned Small Businesses

2007 goals



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