

FY 2012 Tactical Goals

One Goal: Best Care Anywhere



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Graphic - VA Health Care Defining Excellence in the 21st Century and Indy Excellence Logo

FY 2012 Tactical Goals

Quality: Deliver high level services, emphasizing excellence, patient safety, and reliability.

- Implement the Patient Aligned Care Team (PACT) Bundle.
- Continue to implement plans to end Veteran Homelessness by ensuring vouchers that are issued result in Veterans achieving resident status.
- Reduce the time from issue of voucher to permanent housing for homeless Veterans.
- Focus on the quality of Compensation and Pension (C&P) exams to ensure sufficiency for rating purposes.
- Reduce the incidence of Central Line Associated Blood Stream Infections (CLABSI) in the ICU and acute care setting.
- Ensure equity in treatment of women with Diabetes Mellitus by ensuring that LDL-C is completed and the most recent LDL-C is < 100 mg/dL.
- Ensure equity in treatment of women with Diabetes Mellitus by ensuring that HgbA1c meets target.
- Provide effective Pain Management for inpatients.
- Reduce the incidence of Methicillin-Resistant Staphylococcus Aureus (MRSA) healthcare-associated infections (HAIs) and completing nasal screens timely.
- Continue implementation of No Harm Campaign.

Stewardship: Improve efficiency in use of resources.

- Expand utilization of Virtual Care modalities including use of Telehealth services or opt-in for Secure Messaging.
- Meet high standards related to key business processes and outcomes as demonstrated by the Compliance and Business Integrity (CBI) Metrics composite score.
- Ensure preparedness for continuity of operations in the event of a disaster or emergency as evaluated through the Comprehensive Emergency Management Program (CEMP) Preparedness evaluation.
- Ensure appropriate and timely project obligations related to four individual measures: minor construction, allocation, obligations, and reconciliations.
- Continue to fulfill mission while managing assigned budget, ensuring value in health care.

- Continue to reduce expenditures on non-VA purchased (fee) care, supporting referral sites.
- Improve utilization of inpatient beds and reduce non-acute Bed Days of Care (BDOC), exploring alternatives to hospitalization.
- Reduce cost of commodities through standardization.

People: Promote excellence in the Indianapolis VA Medical Center workforce.

- Develop systems that support and ensure timely hiring of qualified staff by ensuring that Title 38, Title 5 and Hybrid staff are hired within 60 days.
- Progress continues to be made on programs and plans that address organizational health and will continually monitor workforce and organizational effectiveness using the All Employee Survey (AES), Learning Organization Survey, Integrated Ethics Staff Survey, and the Voice of VA (VOVA).
- Complete implementation of 20 changes related to Veteran Centered Care/ Planetree.
- Implement Indy Excellence 2.0 through pilot units and demonstrate improvement in AES and Voice of the Customer (VOC) scores.

Service: Provide right care and support to Veterans.

- Ensure access to VA care by ensuring Specialty Care (including Mental Health) patients will not wait more than 14 days from desired date.
- Improve access to Home and Community Based Services (HCBS) to ensure Veteran access to programs aimed at allowing Veterans to live safely at home, avert nursing home days and re-balance long term care.
- Ensure timely and appropriate access to Mental Health Services.
- Focus on timeliness of Compensation and Pension (C&P) which facilitates a culture that is Veteran-centric, results-driven and forward-looking.
- Reduce non-emergency fee hospitalization.
- Improve overall satisfaction with inpatient stay.

Richard L. Roudebush VA Medical Center

Mission

The primary mission of our VA medical center is to be a vibrant part of the Veterans in Partnership integrated healthcare network delivery system that improves the health of the Veteran population by providing primary care, specialty care, extended care, and related services. The medical center also provides an environment that promotes high-quality medical affiliate education and training, research, and DOD services in support of the Veteran.

Vision

The vision of the organization is to prevent disease and promote wellness, to be recognized as the best medical center in our community, to be an employer of choice, and to be an organization dedicated to continuous improvement so as to be the provider and employer of choice.

Core Values

Trust

Respect

Compassion

Commitment

Excellence

I CARE – Department of Veterans Affairs

Integrity

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.