



VA LEARNING UNIVERSITY

“People want to work for an organization that’s heading in a new direction, that’s ready to move forward with new approaches to doing things. Those are the type of organizations that people are drawn to – and the Change Academy is leading VA in that direction”

Bryan Matthews Associate Medical Center Director Jack C. Montgomery VA MC

VALU Change Academy Spotlight on Success: Jack C. Montgomery VA Medical Center

In the fall of 2010, staff and leaders at the Jack C. Montgomery VA Medical Center in Muskogee, Oklahoma, transformed their “little hospital on the hill” into one of the best medical facilities in the Veterans Health Administration (VHA). They accomplished this by shifting their success rating from a 78 percent to 97 percent in critical measures, including performance and patient satisfaction. This milestone can be directly traced to a commitment from leadership to invest in continual innovation, collaboration and improvement.

HOW IS VALU PART OF THE JACK C. MONTGOMERY VA MEDICAL CENTER’S SUCCESS?

The Jack C. Montgomery VA Medical Center had undergone disruptive change and was faced with a grim budgetary situation. Because of these issues, Medical Center Director Brian Hawkins partnered with VALU to unify his staff in a vision of change to take the next steps in their Quest for Excellence. It was through this partnership that a mutual commitment towards results-driven collaboration was established.

VALU and Mr. Hawkins worked together to develop a customized, multi-phase Change Academy curriculum specifically tailored to the challenges leaders and staff faced at the Medical Center. The Change Academy curriculum focused on building his leaders’ and staff’s capacity to identify challenges. This curriculum was designed to provide tools and techniques to develop progressive solutions and empower staff to effect change. VALU and Mr. Hawkins rolled out this initiative first to Medical Center leadership in the Leaders as Change Champions session, followed weeks later by a full-scale Change Academy, a multi-day event involving all levels of Medical Center staff.

What Was The Result Of The VALU/Montgomery Medical Center Partnership?

“Change is happening and it comes from the bottom up, not from the top down,” Hawkins said when first embarking on his partnership with VALU. Because of this, a multi-level effort took place at the Jack C. Montgomery VAMC to engage staff at every level, look for new ways to embrace innovation and deliver measurable results.

Planting the Seeds for Change: LEADERS as Change Champions

Nearly 90 of the Medical Center’s Executives started the weeklong effort to set a path for change. These Executives were provided with practical experience to apply their new and innovative skills in the workplace immediately. After classes in areas such as creative thinking and collaborative environments that foster change, leaders used their new skills to identify nine high-priority projects for the Center. These initiatives are currently being implemented. **Result:** Buy-in among Medical Center leadership to move forward with transformational initiatives and priorities, as leaders became ambassadors for change at the Medical Center.



An HR&A initiative to invest in people development, workforce engagement and talent management for the delivery of high-quality healthcare, benefits and other service to Veterans and their families.



U.S. Department of Veterans Affairs



The Change Academy

Immediately following the Leaders as Change Champions session, the **entire staff** at the Medical Center participated in the five-course Change Academy curriculum over 10 days, which focused on helping employees to understand and embrace change at every level. In an effort to make the Change Academy as accessible as possible to all staff, VALU worked with Medical Center leadership to offer courses as two-part, half-day seminars and as day and evening sessions.

Result: Approximately 650 staff participated in up to five different classes for a total of 1,839 completions over multiple sessions. Each class was tailored not only to fill knowledge gaps, but also to empower participants to find original solutions and have a voice as true agents of change at VA.

Why Is This Important To You?

Whatever size your facility, however many staff and leaders you seek to involve, you can help your facility enjoy the same level of success as the Jack C. Montgomery VAMC. Partnering with VALU today will help you not only inspire your staff but also foster the kind of collaboration and innovation that makes a difference in the lives of our Veterans. Together, you and VALU can embark on a path for excellence.

VALU will work with you to develop a customized Change Academy curriculum and timeline that addresses your facility's most pressing needs by providing you with real and tangible problem solving strategies. You will be able to apply what you learn at a Change Academy – tailored just for you – instantly and with great results.

VALU wants to invest in you as we build a 21st Century, Veteran-centric VA. Together, we can transform your potential into performance. If you are ready to take your facility to the next level, you are ready to partner with VALU today.

VA LEARNING UNIVERSITY: YOUR PARTNER FOR CHANGE

To learn more about how VALU can help your facility, please contact Victor Geary at VALU.Training@va.gov today!

Powered by ADVANCE, VALU works with VA employees and leaders like you to put effective change management in the forefront of our operations. As VA begins implementing steps to transform into a 21st century organization that is people-centric, results-driven, and forward-looking, engaging change leaders is critical.

VALU is your partner in driving this historic transformation and motivating your team to be unifying, innovative change agents that make a difference in the lives of our Veterans. VALU your potential. VALU our Veterans. Be a positive force for change.

For additional information about the VA Learning University's Leadership and Change Programs, please write to us at VALU.Training@va.gov.