



Secretary of Veterans Affairs Robert A. McDonald



Veterans Affairs

A Higher Calling





Agenda



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VA's Three Administrations



- **Veterans Health Administration (VHA)**

- Healthcare for almost 9 million enrolled Veterans

- **Veterans Benefits Administration (VBA)**

- Administers benefits (disability, pension, education, insurance, loans, rehabilitation)

- **National Cemetery Administration (NCA)**

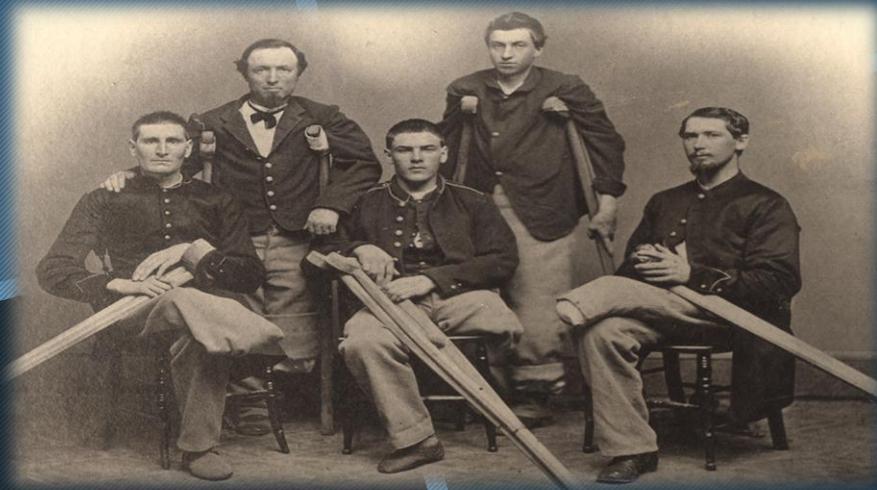
- Honors Veterans & families with final resting places & commemorates their service and sacrifice.



Our Mission



Lincoln's Charge, 1865 ~ "To care for him who shall have borne the battle, and for his widow and his orphan."



Today ~ "To care for those who shall have borne the battle, and for their families and their survivors."

... the best, most inspiring mission and the greatest clients of any healthcare system in the world.



Our Values



Integrity

Commitment

Advocacy

Respect

Excellence





Our Clients



Almost **9 million** Veterans are enrolled for VA healthcare—from the 89-year-old and 76-year-old Veterans of Omaha Beach, France, in WW II and Chosin Reservoir, Korea, to the 60-something Veterans of the Ia Drang Valley, Vietnam, to the 38-year-old Veteran of Kuwait, to the 19-year-old Veteran of the Korengal.



Video



Facilities



- 150 VA **Hospitals**
- 819 Community-Based **Outpatient Clinics (CBOCs)**
- 300 Vet Centers (Readjustment Counseling), 135 Community **Living Centers**, 104 Residential **Rehabilitation Treatment Programs**
- Outreach and **mobile medical clinics** to serve the most remote rural Veterans—all tethered to one of our medical centers





Benefits & Services



- 3.4 million **gravesites** at 131 national cemeteries. Planned and conducted 125,000+ interments (FY2014), a 242% increase since 1973.
 - ACSI rates NCA the top customer-service organization in the Nation.
- \$46 billion+ Post-9/11 GI Bill **education** benefits to 1.3 million+ Veterans and eligible family members (since inception 2009).
- \$1.1 billion **vocational rehabilitation** benefits to 93,000 disabled Veterans.
- **Life insurance** for 6.5 million Veterans, Servicemembers, and families.
- 2.1 million **home loans**, and helped 80,000+ Veterans avoid foreclosure last year (lowest foreclosure rate in the industry last 25 consecutive quarters).
- \$58 billion+ **compensation** benefits for ~3.9 million Veterans, ~420,000 rated 100% disabled (FY2014). Forecast \$66 billion for 4.2 million Veterans FY 2015.
- Completed 1.3 million FY 2014 **claims**, ~150,000 more than FY2013's record setting year (1.2 million completed).
- Claims **backlog** down 60% the last 20 months—611,000 to 243,000.



Why VA Healthcare

**Caring for
Veterans**

Research

Education

Clinical Care



A triad of unique capabilities

Department of Veterans Affairs



Research



- **3 Nobel Prize recipients** in Medicine or Physiology: **7 Lasker Award** recipients (presented since 1946 for major contributions to medical science).
- Groundbreaking research into **PTSD** and **Traumatic Brain Injury (TBI)**;
- Developed the implantable **cardiac pacemaker**, conducted the first successful **liver transplants**, & created the **nicotine patch** to help smokers quit smoking;
- Partnered with the Defense Advanced Research Project Agency (DARPA) researching **artificial limbs** that move naturally when controlled by electrical impulses from the brain & demonstrated that patients with total paralysis could control **robotic arms** using only their thoughts—a system called “BrainGate” and subject of a 2012 *60 Minutes* story;
- Identified the **genetic risk factors** for schizophrenia, Alzheimer’s, and Werner’s syndrome;
- Groundbreaking use of **telehealth** and personal-assistance technology, including iPads, to better deliver care;
- Pioneered and developed **electronic health records**.
- A VA nurse designed use of **bar-code software** for administering medications to our patients.

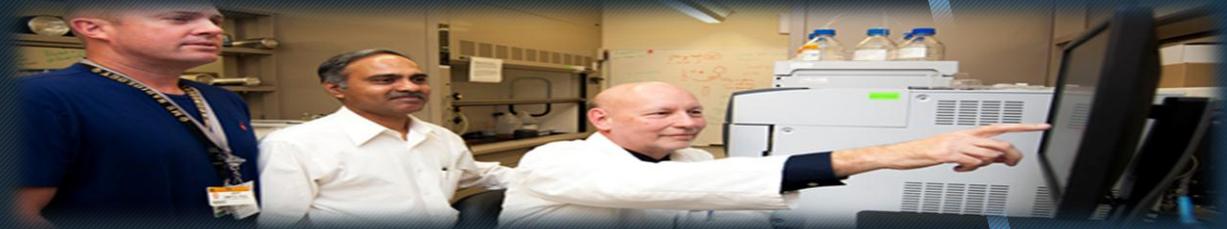




Education & Training



- 80 facilities **partner with law schools**, legal clinics, and firms training the next generations of Veterans legal advocates and public policy experts, while serving Veterans.
 - An estimated 70% of all U.S. doctors have received **training at VA.**
 - Each year, VA facilities train 62,000 medical **students and residents**, 23,000 nurses, & 33,000 trainees in other health profession fields.
 - VA is affiliated with over 1,800 **educational institutions** & partners with myriad organizations on hundreds of initiatives & **research projects.**





Clinical Care



- 240,000 episodes of care each day—more than **90 million** scheduled appointments in 2013 alone.
- Veterans receiving VA's inpatient and outpatient care give VA higher **satisfaction ratings** than patients at private hospitals.
- 340,000 employees, one-third of whom are Veterans themselves.
- Largest employer of nurses in the Nation.
- We need the **best** people, who want to serve in a **values-based** organization, to join us in fulfilling our **exceptional mission**—caring for those who “shall have borne the battle,” and for their families.





Excellence Today



- August 27, 2014, **John B. Barnwell Award** recipient, Dr. Michael Oxman, VA San Diego Healthcare System, for leadership in VA's **Shingles Prevention** Cooperative Study (CSR&D's highest award for scientific achievement).
- September 17, 2014, Dr. Samuel Ho, Senate testimony on **Hepatitis C**.
- September, 22, 2014, **Service to America Medal** recipients, Dr. William A. Bauman, M.D., and Dr. Ann M. Spungen, Ph.D., National Center of Excellence for the Medical Consequences of **Spinal Cord Injury**, VA Medical Center, Bronx, New York.

Dr. Bauman—“the **single most important scientist** and physician leading the way to improved medical management of persons with spinal cord injury”

Dr. Spungen—has “made **seminal contributions** to spinal cord injury medicine.”



Video



Progress

Judge the success of our efforts against a single metric—Veterans' outcomes.



- **23 million appointments** (May 1 to Sept 30)—1.2 million more than the same period last year.
 - 98% of appointments at VA completed within 30 days of preferred date or date determined medically necessary by physician (June to Sept 30).
 - 500,000 during extended clinic hours (since May 2014), over 20% on Saturdays.
- **1.5 million authorizations** for care in the private sector (May 15 to November 16), nearly 50% increase over the same period last year.
- **Increased recruiting and hiring**—1,578 more nurses, 726 more support and scheduling staff, and 594 more physicians (second half of 2014).



... the greatest opportunity for improvement in the history of the Department.



MyVA

Giving Veterans ...

A clear **understanding** of VA and where to go for what they need.

Employees **empowered** to solve problems and take action.

Products and services **integrated** within the organization.

- **VA-wide customer service organization.**
- **Single regional framework.**
- **National network of Community Veteran Advisory Councils.**
- **Shared services model for internal business processes, where possible.**





Let's talk about it



. . . the best, most **inspiring mission** and the **greatest clients** of any healthcare system in the world.

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