

*"Every Journey Begins With A First Step"*

★ **Our Five Strategic Objectives** ★



**#1:**  
Improve  
patients' perception of  
responsiveness

**#2:**  
Establish a Veterans  
Welcome Center

**#3:**  
Patient Care  
Access Trans-  
formation

**#4:**  
Improve Timeliness and  
Transparency of Human Resource  
Management Process

**#5:**  
Improve the internal  
culture of the Dayton  
VAMC

*Dayton VAMC, Aug 2013*



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century



**The Strategic Goals & Objectives**  
*of the*  
**Dayton VA Medical Center**

**For Fiscal Years 2013 - 2018**

## A New View: Patient-Driven Health Care

## ★ Our Six Strategic Goals ★



### *A Message from the Medical Center Director:*

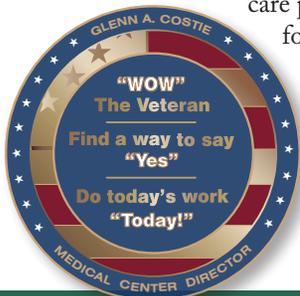
New efforts are unfolding across Veterans Health Administration's (VHA) facilities to fulfill President Lincoln's promise "care for him who shall have borne battle for his widow and his orphan." The Dayton VA Medical Center (VAMC) has a proud heritage of providing high quality, innovative health care to those who have served our country since 1867. With a focus of providing personalized, proactive, patient-driven care for Veterans and their families, the Dayton VAMC is here to serve you.

Identifying and making positive changes to the Veteran experience when they seek us for healthcare and services is a priority for the Dayton VAMC. Relationship Based Care (RBC) and Primary Nursing (PN) are ways we are focusing on making these changes. RBC is a way to invest in what we value as an organization; our relationships with our Veterans and with each other. PN is a care model which supports the development of professional relationships with the Veterans and their support system as well as improving the communication with the health care team. PN has been implemented on several of our inpatient units, including the Hospice Unit. At the Dayton VAMC, we bring our core values of integrity, commitment, advocacy, respect, and excellence to life because we care.

I am focused on ensuring that our nation's heroes, our Veterans, receive timely, compassionate, and high-quality health care; and all employees have a safe and productive work environment. I am committed to keeping this sacred mission and ensuring that the Veterans we serve receive the best possible care, as they deserve no less.

The six local strategic goals outlined in this document are based on the mission, vision, and values of the Department of Veterans Affairs (VA), VHA, Veterans Integrated Service Network (VISN) 10, and the Dayton VAMC. These goals were developed from 8 different focus groups of over 200 employees, Veterans including our Community Living Center residents, and community stakeholders. Our Strategic Planning Work Groups are excited to positively influence the services and health-care provided to Veterans and our workplace! We are looking forward to another great year and encourage you to look for opportunities to get involved in our Strategic Planning. The Dayton VAMC is focused on these strategic goals because we care about our Veterans and employees; every second, every minute, every hour, every day, always.

Glenn A. Costie, FACHE  
CEO/Medical Center Director



### *Strategic Goal #1 (People)*

To ensure employees are effectively led and managed, they have opportunities to grow professionally and advance their career, and their contributions are truly valued and recognized.

### *Strategic Goal #2 (Quality)*

To provide Veterans high quality care within a coordinated continuum of care that is accessible and flows seamlessly between outpatient and inpatient services.

### *Strategic Goal #3 (Service)*

Provide services to Veterans that exceed their expectations with a focus on timely access, clear communication, and coordinated care.

### *Strategic Goal #4 (Finance)*

Maximize the amount of revenue generated and cost efficiencies accomplished to support Veterans' programs.

### *Strategic Goal #5 (Growth)*

Be the health care provider of choice for eligible Veterans through the expansion and provision of services to additional Veterans within the allotted resources.

### *"New" Strategic Goal #6 (Community)*

#### *Building Coalitions (Trust & Loyalty)*

Demonstrates positive collaboration with internal or external stakeholders commensurate with span of control, which results in achieving the overall goals of providing Veterans with personalized, proactive, patient-driven health care and enhances the overall improvement of the VHA health care delivery system, business and administrative processes.

