

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Veterans Health Administration

As a High Impact Service Provider (HISP), VHA focuses on service assessments, collecting customer feedback, and making measured improvements for two designated services:

- 1) Utilizing in-person primary care:** Primary care is the principal means by which Veterans and their eligible family members receive health care services from VHA. In 2022, there were over 11 million primary care appointments and over 80,000 VHA employees providing primary care services.
- 2) Utilizing inpatient medical/acute care:** Inpatient medical/acute care refers to range of intensive health services VHA provides to Veterans and their eligible family members, including surgical, mental health, dialysis, and transplant care, among other services. In 2022, VHA provided inpatient services to an average of 55,000 Veterans and their eligible family members per day.

What we delivered in 2023:

- **Launched a VHA-wide data awareness campaign**
VHA launched a data-awareness campaign for its ~400,000 healthcare practitioners to increase awareness of the feedback collected from patients to improve healthcare for the millions of Veterans and eligible family members who seek healthcare from VHA yearly.
- **Required healthcare professionals to sit at eye level during patient visits**
VHA required its ~400,000 healthcare practitioners nationwide to sit at eye level during patient appointments, responding to patient pain points expressed in feedback data. Customer research suggests that this practice will improve health outcomes for patients.
- **Created easy-to-read and informative resources for discharging patients**
VHA created resources for patients and caretakers, including a discharge checklist and an informational pamphlet, to ensure that patients and their caretakers have the medical information necessary for patients to thrive medically post discharge.
- **Screened millions of Veterans for exposures to toxic chemicals**
In response to the PACT Act, VHA screened more than 4.1 million Veterans, for free, for potentially life-threatening conditions resulting from exposures to toxic chemicals during their service; Veterans with certain illnesses qualify automatically for VA care and benefits.
- **Added Rx refill to the VA Health and Benefits App**
VA enabled Veterans to refill their prescriptions on VA's Health and Benefits mobile app, the all-in-one app enabling Veterans to manage VA health care and benefits services, making the app more useful and multi-functional for the more than 1 million users.

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What we commit to deliver in 2024:

- **Provide primary care patients a pre-visit checklist**
VHA will create a "pre-visit checklist" for patients scheduled for a primary care visit so that patients can ask informed questions during the appointment. Medical research suggests this will improve patient experience and outcomes VHA primary care patients.
- **Require primary care practitioners to not look at their computers for first part of patient appointments**
VHA will require its primary care practitioners to not look at their computers, and instead make eye contact with patients, for the first part of patient appointments. Customer feedback and medical research suggests that this practice will make patients feel more respected during their appointments and more empowered to ask questions about their health.
- **Require nurses to round on patients hourly**
VHA will require nurses throughout its healthcare system to round on patients each hour. Research suggests that this practice will reduce call lights, patient falls, and lengths of stay, and improve both patient and provider experience
- **Add new functionality on the VA Health and Benefits App**
VA will add functionality on the Health and Benefits app that will allow Veterans to view lab and test results, schedule appointments, and receive travel pay reimbursement. The app's features will continue to expand and evolve based on Veteran needs, improving the product for the over 1 million Veterans who have downloaded it and are using it.