

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

## 2024 HISP CX Action Plan

# Veterans Health Administration

As a High Impact Service Provider (HISP), VHA focuses on improving customer experience and delivery for the following 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.
- 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.

### *What we will deliver in 2025:*

- **Expand distribution of evidence-backed suicide prevention resources to clinical providers**

VHA's top clinical priority is preventing Veteran suicide, which requires a public health approach that combines community and clinical-based interventions. The National Strategy for Preventing Veteran Suicide, VA/Department of Defense (DoD) Clinical Practice Guideline for the Assessment and Management of Patients at Risk for Suicide, and the White House Strategy on Reducing Military and Veteran Suicide provide the foundation for VA's suicide prevention initiatives. By September 30, 2025, VA will distribute Lethal Means Safety resources, which are guidelines to reduce access to means of committing suicide, to at least 75% of VA's clinical providers and community partners and increase the completion of timely suicide screenings in VHA ambulatory clinics by at least 10%.
- **Launch ability to view lab and test results and receive travel pay reimbursement on the VA Health and Benefits app**

VA will add functionality on the Health and Benefits app allowing Veterans to view lab and test results and receive travel pay reimbursement. Initially planned for 2024, this shifted into 2025 to ensure that all VHA healthcare systems can leverage this functionality regardless of whether that healthcare system has already transitioned to VA's new electronic health record . 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.

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**2024 HISP CX Action Plan (Page 2)**

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## *What we will deliver in 2025:*

- **Improve communication to Veterans about providers leaving the VA health system**

VHA will create letters for outpatient clinics to send to Veterans whose healthcare provider has departed the VA system, informing them that their healthcare provider has left the VA system. In 2025, VHA will provide this letter template to about 81 VHA healthcare systems, which will impact roughly 3 million Veterans. VHA expects that these letters will build greater trust in VHA and provide Veterans with the information they need to make decisions about their healthcare by easing the transition for Veterans whose primary care provider is departing the VA or will be reassigned to another facility.

- **Train staff on best practices to improve sleep quality for Veterans recovering from surgery**

VHA will create training materials for staff at 87 VHA hospitals that provide medical surgical care to ensure that Veterans recovering from surgery can sleep better. The training materials include strategies designed to reduce noise in the hospital, such as increasing quiet hours, establishing Quiet Zones, distributing Quiet Kits to patients that include ear plugs, and addressing any unnecessary noises that may prevent patients from sleeping. By deploying these strategies, VHA expects that Veterans recovering from surgery will sleep better and therefore experience lower stress levels and avoid negative health outcomes such as headaches, irritability, and sensitivity to pain, improving the health outcomes for the average of 10,000 Veterans in these facilities daily.