

- 1 Improve the quality and accessibility of health care while optimizing value**
 - Provide timely and appropriate access to health care through improving and integrating services
 - Meet and exceed targets with Performance Measures and Patient Safety Goals
 - Eliminate Veterans homelessness
 - Improve Veterans mental health
 - Transform health care delivery through health informatics and technology
- 2 Increase Veteran client satisfaction with health services**
 - Promote patient centered care, excellent customer service and shared decision making
 - Help Veterans navigate the health care delivery system
 - Improve quality of care for culturally and linguistically diverse patient population
- 3 Raise readiness to provide services and protect people and assets continuously and in time of crisis**
 - Continuously improve the Environment of Care
 - Raise awareness of compliance and business integrity and accountability for financial stewardship
 - Strengthen emergency preparedness planning and response
- 4 Improve internal customer satisfaction with management systems and support services to achieve mission performance and make VA an employer of choice by investing in human capital**
 - Improve Financial Results
 - Engage staff in Systems Redesign encouraging efficiencies across the organization
 - Promote and reward employee achievements
 - Enhance workforce development and retention with workforce diversity



**VA
HEALTH
CARE**

Defining
EXCELLENCE
in the 21st Century



Medical Center Goals

2012

Mission Statement

The MISSION of the Battle Creek VA Medical Center is to honor America's Veterans by providing exceptional health care that improves their health and well-being.

Vision Statement

The VISION of the Battle Creek VA Medical Center will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient centered and evidence based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the nation's well-being through education, research and service in National emergencies.

Core Values

- Integrity
- Commitment
- Advocacy
- Respect
- Excellence

Domains of Value

- Quality
- Access
- Function
- Satisfaction
- Cost Effectiveness
- Healthy Communities

Guiding Principles

- People Centric
- Results Driven
- Forward Looking