Improving the quality of life for veterans and their families

The WDVA Way

- We value everyone
- We inspire each other
- We respect & empower everyone
- We cultivate a healthy, inclusive, & safe workplace
- We are honest, professional, & transparent
- We listen to understand & speak with intent

Our Priorities

- Engage with and listen to veterans and families
- Offer responsive and innovative veterans services
- Provide quality health services
- WDVA is an employer of choice
- Operate efficiently and effectively

We Will ...

- Respond to the needs of veterans and their families
- Improve veterans quality of life
- Ensure availability and delivery of 5-star care
- Foster a culture of diversity, equity, and inclusion
- Measure what matters

Success is ...

- More veterans served, with higher enrollments in WDVA programs
- Increased customer satisfaction
- Investment in continuous improvement projects
- Retaining talented employees
- Effective quality assurance
- Employees have the resources they need to do their jobs
- Efficient, effective use of assets
- Increased Employee Engagement Survey participation
- Employees know how their work impacts WDVA, veterans and their families