



# Priorities for Strategic Actions (PSA)

We strive for all Veterans to have safe, high-quality, personalized, and timely care wherever they receive their health services.

## Access

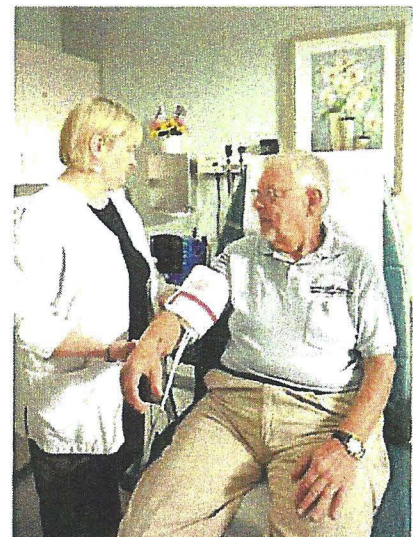
We will provide timely access to Veterans as determined by their clinical needs.

**PSA:** We pledge that any Veteran with the requirement for urgent care will receive care at the right time appropriate to his or her clinical needs

## Employee Engagement

We seek a work environment where employees are valued, supported, and encouraged to do their best for Veterans.

**PSA:** We will work to allow staff to have greater input into their work environment.



## High Performance Network

We will ensure that Veterans receive the highest level of coordinated care within VA or from participating providers.

**PSA:** We will build a high performance network of care to best serve Veterans.

## Best Practices

We will use best clinical practices. We also seek best practices in research, education, and management.

**PSA:** We seek to identify and disseminate best practices throughout VA.

## Veterans First: Trust in VA Care

We will be there for our Veterans when they need us.

**PSA:** We will share our results on the quality and timeliness of how we care for Veterans.