Our mission at the VA is to fulfill President Lincoln’s promise “To care for him who shall have borne the battle, and for his widow and his orphan” by serving and honoring the men and women who are America’s Veterans.

VA values are defined in the acronym ICARE. The significance of each value is explained below

**Integrity**
- Act with high moral principle
- Adhere to the highest professional standards
- Maintain the trust and confidence of all with whom I engage

**Professionalism**
- I will refrain from disruptive behavior and inappropriate language
- I will treat others with dignity and respect
- I will display good work ethics and commitment to coworkers through my punctuality and attendance

**Communicate Effectively and Transparently**
- I will ask Veterans what they want and need, listen with care and empathy without interrupting, and do my best to assist them
- I will return calls and respond to emails in a timely manner
- I will use direct communication not email for complex problem solving, sensitive or confidential issues
- I will avoid distractions when speaking to customers
- I will engage in positive communication with Veterans and coworkers and not engage in the “3 Bs” - Bickering, Backstabbing and Blaming
- I will smile, make eye contact and speak in terms that are easily understood, practicing the “3 Cs” - Caring, Communicating and Collaborating

**Privacy and Confidentiality**
- I will keep Veteran and employee information, written or electronic, out of the view of others and follow all data safety rules and regulations
- I will knock and announce myself before entering Veterans rooms or coworkers’ work space
- I will be discreet regarding customers in phone conversations and when talking in public areas
- I will share information only on a need-to-know basis
- I will provide privacy, such as closing curtains, and using proper fitting gowns and blankets, during Veteran care
**Commitment**
- Work diligently to serve Veterans and other beneficiaries • Be driven by an earnest belief in VA’s mission
- Fulfill my individual and organizational responsibilities

**Skills and Competency**
- I will participate in professional growth and educational opportunities
- I will maintain job competency by continually acquiring new knowledge and skills

**Attitude is Everything (“whatever it takes”)**
- I will consistently project a positive image while on duty as evidenced by my facial and body gestures
- I will respond kindly with information and assistance
- I will not show frustration in front of Veterans
- I will speak positively about VA at work
- I will do whatever it takes to ensure our customers are satisfied
- I will take any concern (real, perceived, big or small) seriously and seek resolution or understanding and ask for help if the concern is beyond my ability or scope of authority

**Team Work**
- I will reward and recognize coworkers, and model and encourage positive behavior
- I will make myself available to help others
- I will ensure completed work assignments are performed in a timely manner, assuring the quality of work meets the needs of the team and organization
- I will work as a team player and embrace teamwork to offer the best possible care
- I will be flexible to meet the needs of our Veterans, as well as the needs of my Coworkers

**Advocacy**
- Be truly Veteran-centric by identifying, fully considering and appropriately advancing the interests of Veterans and other beneficiaries

**Keep in Touch/Waiting Times**
- I will bundle or coordinate appointments and care when possible
- I will inform Veterans and their families of what to expect next, keep them informed and apologize for any delays

**Think Safe & Be Safe**
- I will remove and report safety hazards immediately (slipping hazards, lighting and equipment)
- I will not take shortcuts with safety to save time
- I will use safety equipment provided and follow guidelines
- I will contribute to a healing and safe environment by refraining from loud and disruptive behaviors, and ensuring my work area is safe
- I will dispose of litter and return equipment to proper storage

**Make those who Served Our Highest Priority—**
Be Veteran Centered
• I will respect and honor the decisions of Veterans and their families
• I will include Veterans and their families in decision making
• I will empower Veterans to be the captains of their health care teams and will provide them with tools to make informed decisions regarding their health and well-being
• I will proactively use the four steps of service recovery (discover the problems and welcome complaints; become a problem-solving partner with Veterans and others; create solutions and exceed expectations; improve the system) to address issues and complaints to the best of my ability – I will own the Veteran’s problem

Respect
• Treat all those I serve, and with whom I work, with dignity and respect
• Show respect to earn it

Commitment to Customers
• I will praise and acknowledge others openly
• I will take ownership to resolve issues
• I will provide constructive feedback
• I will treat others as I would want to be treated

Make Words and Appearance Work
• I will introduce myself to customers and workers in other departments
• I will use “please” and “thank you” and ask if there is anything else I can do to ensure customers’ needs are met
• I will not rely on the use of acronyms or jargon when speaking to others
• I will be neat and wear appropriate attire, in keeping with the VA NWIHCS dress code, to demonstrate professionalism in the workplace
• I will wear identification badges visibly
• I will use good personal hygiene

Diversity
• I will treat everyone as an individual
• I will respect colleagues and those we serve who differ in gender, race, religion or spirituality, culture, ethnicity, mental and physical abilities and sexual orientation and treat them with dignity and compassion

Excellence
• Strive for the highest quality and continuous improvement
• Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes and rigorous in correcting them

Create Memorable Experiences
• I will ascertain that I have addressed Veteran and family concerns completely
• I will anticipate needs, offer alternatives and correct problems before they become complaints
• I will participate in activities that promote positive change and progress
• I will thank Veterans for their service
Ownership

- I will hold myself and my coworkers accountable, in a respectful manner, for upholding our standards of behavior, policies and procedures
- I will take pride in keeping work and public areas clean and safe
- I will accept responsibility for doing a job well
- I will routinely collaborate with other VA NWIHCS employees and will achieve or demonstrate progress to developing professional relationships with other departments
- I will keep supervisors informed regarding sensitive or emerging issues and offer well thought-out-recommendations to prevent or respond to developing problems

Use of Technology and State-of-the-Art Techniques

- I will participate in continuous improvement and performance improvement projects
- I will support and participate in implementation of evidence-based changes
- I will be aware of, and strive to understand, facility or unit data that affects my practice or my Veteran population

The Department of Veterans Affairs

Today’s modern VA is a dynamic partnership with a shared mission divided between three administrations:

- The VHA manages one of the largest healthcare systems in the world.
- The Veteran Benefits Administration (VBA) supplies compensation and vocational assistance to disabled veterans.
- The National Cemetery Administration (NCA) honors veterans with a final resting place and lasting memorials that commemorate their service to our Nation.

Working as One VA, these administrations proudly provide responsive, timely, and compassionate service to those who served our Nation.
VHA is made up of regional areas called Veteran’s Integrated Service Networks (VISNs). The VA Midwest Health Care Network (VISN 23) oversees the operation of ten Medical Centers and thirty-five community outpatient clinics, four domiciles and seven VA nursing homes in a five state area (Nebraska, Iowa, North Dakota, South Dakota and Minnesota.) The VISN 23 office is in Egan, MN.

VA NWIHCS Overview

VA NWIHCS serves an estimated Veteran population of 161,000 in 101 counties in Nebraska, western Iowa, Kansas and Missouri. The Omaha VA Medical Center is a tertiary facility that provides inpatient and outpatient health care through comprehensive primary care, medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, gynecology, dentistry, and geriatrics.

The Grand Island VA Medical Center provides outpatient primary, specialty, and mental health care, pharmacy, radiology, prosthetics and laboratory services, as well as a residential substance abuse program. Community programs include home-based primary care,
caregiver support, and home telehealth. A pain clinic, polytrauma clinic, audiology, ophthalmology and dental clinics also are included in the list of outpatient services. A Community Living Center (CLC) provides short-stay rehabilitation, skilled-nursing care, respite and long-term care. A five-bed hospice and palliative care unit on the CLC provides end-of-life care for Veterans.

The Lincoln VA Clinic provides a wide range of services including team-based primary care services, specialty medicine, surgery mental health, physical medicine and rehabilitation, pain clinic, sleep clinic, smoking cessation clinics and other as well as, polytrauma, audiology, optometry, and dental. Diagnostic services also are available including laboratory, radiology, and cardiopulmonary.

The VA clinics in Norfolk, North Platte, Holdrege, Bellevue and Shenandoah, Iowa and O’Neill, Neb., provide primary care, mental health, and telehealth in the following areas: audiology, mental health, nutrition, MOVE! Weight Management Program, and home telehealth. VA Vet Centers are in Omaha and Lincoln, with a Mobile Vet Center through the Lincoln office.

ACADEMIC AFFILIATIONS
• University of Nebraska College of Medicine
• Creighton University School of Medicine
• 430 resident positions-including medicine, surgery, psychiatry, dentistry, pathology and radiology
• Additional allied health programs which provide clinical training opportunities for nursing, pharmacy and allied health students

NWIHCS
VA NWIHCS
ORGANIZATIONAL CHART
APRIL 2019

DIRECTOR

CHIEF OF STAFF
Deputy Chief of Staff
Chief of Staff Office
ACOS Education
ACOS Safety
ACOS Informatics
ACOS Research
ACOS Telehealth
ACOS for Primary Care Library

Surgical/Specialty Care Service Line
Surgical, Anesthesiology, Orthopedics, Audiology and Speech Pathology, Urology, Vascular, Ophthalmology, Dental, Nursing

Mental Health Service Line
Psychiatry, MH/CMI, Substance Abuse, Homeless PTSD, MH/R Recovery Center, Mental Health Clinic

Imaging Service Line
Diagnostic Radiology, Nuclear Medicine

Pathology and Laboratory Medicine Service Line
Pathology and Laboratory Medicine

Primary Care and Specialty Medicine Service Line
Internal Medicine, Ambulatory Care, Pulmonology, Emerg, Room, Neurology, Rheumatology, Pharmacy Infectious Disease, Cardiology, Dialysis, Nursing

Extended Care & Rehabilitation Services
Community Living Center, CNHC, HBPC, Physical Medicine & Rehabilitation, Blind Rehabilitation, Palliative Care

ASSOCIATE DIRECTOR FOR PATIENT CARE
Chaplain
Clinical Nutrition
Grand Island Nursing
Inpatient Nursing
Lincoln Nursing
Mental Health Nursing
Nurse Executive Office
Outpatient Nursing
Sterile Processing Service
Social Work
Utilization Management
ADRC Office

ASSOCIATE DIRECTOR
Associate Director Office
Bio Med Business Office
Contracting
Data Management
Engineering
Finance
Human Resources
Information Security Office
Information Technology (IT)
Logistics
Prosthetics
Safety

ASSISTANT DIRECTOR
Environmental Management Services (EMS)
Learning Resource Service
VA Police
Food Service

Solid line reflects direct reports
dashed line reflects nursing relationship to service line