



“Serving Those Who Served”

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