

Department of  
Veterans Affairs

# Memorandum

Date: **MAY 08 2020**  
From: Executive in Charge, Office of the Under Secretary for Health (10)  
Subj: Veterans Health Administration (VHA) Moving Forward Plan  
To: Veterans Integrated Service Network (VISN) Directors  
Key VHA Central Office Program Officials

1. I am pleased to announce the release of VHA's *Moving Forward Plan*. This Plan provides standardized guidelines that can be tailored to individual VISN and VA Medical Centers (VAMC) for the phased reintroduction of services for our Veterans.
2. The *Moving Forward Plan* addresses continued engagement of safe access to care for both Department of Veterans Affairs (VA) direct services and community care services, in accordance with the *White House Guidelines for Opening Up America Again*, as well as other VA guidance and Federal, state and local policies.
3. VHA's commitment as a High Reliability Organization reinforces that the safety of Veterans and staff is, and must be, the highest priority when we consider how we provide health care services during the coronavirus pandemic. Before any clinical care is delivered, safe infrastructure and support must be in place.
4. The safety of our Veterans and staff is paramount, so VA facilities may not be the first to reopen a full spectrum of care. Instead, in reintroducing services, VISNs and VAMCs will consider unique circumstances of their state and local markets, environmental safety preparedness and clinical risk assessments.
5. Each VISN should select one facility as a Use Case Site to be the first to implement the phased approach described in this plan. The lessons learned from these initial sites will help to inform how other VHA sites plan for reintroducing services in their facilities.
6. Leaders across VHA will routinely review and reassess local progress toward reintroducing services by using key clinical and administrative metrics, with a focus on Veteran and staff safety.
7. Questions regarding the *Moving Forward Plan* may be directed to Tiel Keltner ([tiel.keltner@va.gov](mailto:tiel.keltner@va.gov)) or Matt Jenkins ([matthew.jenkins@va.gov](mailto:matthew.jenkins@va.gov)).



Richard A. Stone, MD  
Executive in Charge