ENABLING HEALTHCARE TRANSFORMATION THROUGH DELIBERATE LEGACY MODERNIZATION

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U.S. Department of Veterans Affairs

Office of Information and Technology

Development, Security, and Operations

VA Healthcare USA

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VA | **U.S. Department of Veterans Affairs**
Office of Information and Technology

Agenda

Who We Are

Our Areas of Responsibility
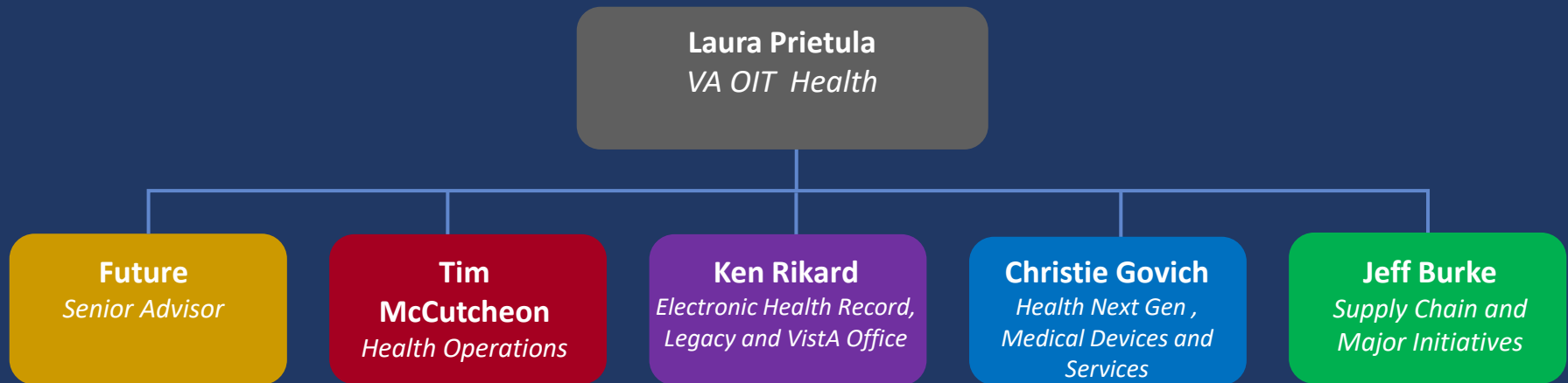
Transitioning with Purpose

Supporting a New Electronic Health Record

Why Sustainment Matters

Who We Are

Our **Health Service Portfolio** Leaders are top notch professionals with over 30+ years proudly serving Veterans and IT.

Laura Prietula
VA OIT Health

Future	**Tim McCutcheon**	**Ken Rikard**	**Christie Govich**	**Jeff Burke**
Senior Advisor	*Health Operations*	*Electronic Health Record, Legacy and VistA Office*	*Health Next Gen , Medical Devices and Services*	*Supply Chain and Major Initiatives*

We support all IT Health Care Products, Services and Applications* in VA

*Not responsible for CERNER Implementation

★★★★★

Our Areas of Responsibility

Health NextGen

Provider Systems
Mental health suicide prevention, patient record system applications, user experience products, and legacy health provider support applications.

Medical Research, Education, Population Health
MREPH products, platforms, and services, plus reintegration or housing assistance for Homeless or transitioning Veterans.

Community Care
Nationwide reach to provide eligible Veterans easier access to care, including referrals, continuity of care, and benefits management.

Telehealth and Scheduling/Mobile Apps
Support Veterans and Clinicians schedule and complete appointments for access to care within the VA, DoD, and the community on-site or virtually.

Health Record Modernization and Legacy

Health Record Modernization
Improved data availability, interoperability, product functions, and technologies within the electronic medical record and process.

Health Care Administration
High-availability of patient-centric administrative products and solutions in support of care coordination to our Veterans.

Clinical Ancillary
Efficiently support critical and integrated clinical workflows in the delivery of care and services.

Health Financial
Enable and transform financial business processes supporting patient care and caregivers.

We use **innovative technologies** to improve clinical care, patient outcomes, and Veteran's experience

Our Areas of Responsibility

Supply Chain and Major Initiatives

Defense Medical Logistics Standard Support
A single, integrated logistics and medical support services management solution in support of VHA's clinical and business processes.

Enterprise Facility Management
An agile approach to modernizing facility management processes and technology.

LogiCole Development
Technical refresh using cloud based computing innovations to serve as the next generation, single integrated logistics and medical support services management solution for VHA.

Legacy Supply Chain
Current set of VA medical support services management.

Regional Readiness Centers
The Regional Readiness Centers (RRC) are a warehouse capability to support VA with wholesale supply and related logistics.

Our product lines provide secure, trusted, valued, and modernized **technology solutions**

Our Areas of Responsibility

VistA Office

Medical Devices and Services

VistA

VistA policy, planning, oversight, security, and change management.

Medical Devices and Services

Oversee over 120 products acquired through Medical Services or other non-IT funding source.

VistA Legacy and CERNER

Facilitates integration, transition, and deprecation processes between VistA legacy applications and Cerner Millennium.

Transitioning with Purpose

Modernizing with Our Veterans in Mind

- Making sure the Veteran is always first.

- Remembering who we serve in every decision we make.

- Designing health care technology experiences with Veterans.

- Connecting directly with facilities.

- Learning with every interaction.

- Enabling integrated, equitable, and accessible health care services when and where the Veteran needs them.

It is IT's turn to serve.

Transitioning with Purpose

Deliberate Legacy Modernization

- Focusing on maintaining the highest quality customer experience for Veterans and their dependents.

- Embracing innovation through Software Factories, Composable Architecture, Knowledge Graphs, Software as a Service +.

- Supporting the implementation of a new Electronic Health Record (EHR) system.

- Transforming Supply Chain with agility and flexibility.

- Modernizing "gap" products.

- Strengthening the "core".

Uninterrupted services to Veterans and their dependents throughout the transformation.

Transitioning with Purpose

Partnerships and Focus

- Relationships across VA to continuously improve healthcare technology products and services – Telehealth, Access, Ancillaries, and more.

- In lock-step with the Office of Electronic Health Record Modernization (OEHRM) to successfully cutover to the new EHR.

- Integrated planning with VA Office of Logistics Redesign (VALOR) to deliver best in class supply chain services.

- Partnering with Financial Management Business Transformation (FMBT) to seamlessly transition into new financial systems.

Connected teams deliver connected experiences.

Supporting a New Electronic Health Record

Our Teams of Experts

- Expertise in unique EHR environment at each VA healthcare facility.

- Years of relationships across VA help us support effective transition plans at each facility.

- Multi-year and successful track record providing dual support to legacy and modernized systems.

- Unified governance body and active working groups provide oversight and guidance to the transition process of products into sustainment.

Knowledge and expertise at the core of our modernization.

Supporting a New Electronic Health Record

Our Legacy Work Supporting Modernization

- Forward-thinking mindset to drive continual modernization and positive change within Health.

- During modernization, legacy products and services will continue to be utilized by Veterans and service providers.

- Need for some legacy health records to be maintained.

- Continuous learning and adjusting to Veterans needs.

Active listening and sensing.

Why Sustainment is Important

Quality Customer Experience for Facilities

- Our framework for delivering quality customer experience includes:

  - Providing legacy support for sites pre-transition

  - Delivering support during transition

  - Offering consolidated and efficient EHR support for transitioned sites

  - Exhibiting expertise in system-wide transformation


Caring for our facilities and employees.

Why Sustainment is Important

Commitment to Best-in-Class Service

- Transition support activities from legacy products to a modernized EHR ecosystem.

- Continual cycle of aligning resources to ensure that we are providing support where it is most needed.

- Strong practices around continuous improvement, innovation, and service.
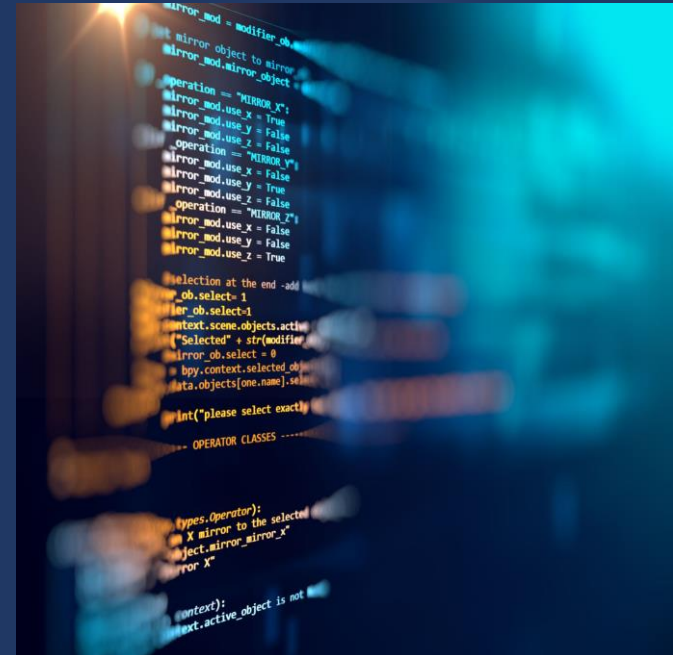
No application left behind.

QUESTIONS?

CONTACT

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OIT Health Services Portfolio

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