



OHI News You Can Use

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Electronic records implementation and health care innovation may be all about technology, but people and performance are the keys to successful implementation management, user acceptance and patient empowerment. Our Under Secretary for Health, Dr. Robert A. Petzel, recently challenged all Veterans Health Administration (VHA) employees to “Define Excellence in the 21st Century” by focusing on key factors including care and service that are patient-centered, data driven, continuously improving and team-based.

The realignment of the Office of Health Information (OHI) and the creation of the new Office of Informatics and Analytics (OIA) supports this vision. These offices will continue to work collaboratively to identify common needs, provide support services to employees transitioning from one organization to another and prepare for the first phase of the VHA realignment. Employees of both OHI and OIA can expect to work together towards many common goals. Each office will continue to work with appropriate VHA transition workgroups to assist with the realignment as we review our missions, make recommendations on how functions may be divided between the two offices and advise on placement of any unresolved program areas, clearly conveying the roles of each of our focus areas.

I urge you to take time to celebrate our combined successes of 2010 which include the implementation and launch of the VA Blue Button, the continued successful delivery of Nationwide Health Information Network pilots and My Health^eVet reaching over 1 million registrants, to name just a few.

VA HEALTH CARE

Defining EXCELLENCE in the 21st Century

I am also excited to share news of the contract VA recently signed with Hewlett-Packard Enterprise Services to develop Enhanced Clinical Decision Support for Computerized Patient Record System (CPRS). As one of the winning field health Information Technology (IT) innovations chosen for funding, this project embodies the spirit of VA innovation: collaborative and cutting edge, with the potential to touch business architecture and standards as well as clinical decision support. It connects a standards-based decision support framework to VA's CPRS, which would replicate its existing clinical reminder capability and patient “report card.” The technology also introduces the Arden syntax standard language for encoding medical knowledge and clinical logic in the Medical Logic Modules (MLM) and development of an interface to VistA (via Medial Domain Web Services (MDWS) to obtain multi-site data) for data services: the HL7 GELLO interface.

Our success is shared with many. I thank you for your partnerships, leadership and teamwork, and I urge you to not forget the true focus, the boots on the ground, where our real service matters. Our mission is not just about meeting deadlines, but rather meeting the increasing health care needs of America's Veterans and reaffirming the trust of those Veterans, and their families in VA's health care system.

Your Resident Patient,

Craig



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Craig's Rules[®] *When challenged to adopt a new way of doing things or technology, don't say, “No, but...” instead, use, “Yes, if...” “No” will typically engender people to go around management and policy — “Yes” empowers them to work to a correct solution for all.*

News Bytes: Section 508 Compliance, Creating Accessible Flash



Working with developers and accessibility specialists, the OHI 508 Compliance team created an innovative course that addresses the accessibility barriers they found while evaluating Flash projects for Section 508 compliance. Designed for those who need to understand Flash accessibility, the course, *Creating Accessible Flash*, offers learning opportunities for two separate audiences.

For administrators and project managers, the modules explain the principles of Flash accessibility in clear, non-technical language. For developers, the modules include practical solutions for the real-world accessibility issues they encounter most often.

Course Features

- ▶ Separate tracks for managers and developers
- ▶ Practical solutions for real-world accessibility issues
- ▶ Hands-on user impact examples
- ▶ Code-level examples using Adobe Flash and ActionScript
- ▶ Interactive knowledge checks

Log on today and check out the training or share the link with anyone you know who works with Flash: <http://www.ehealth.va.gov/508/flash>.

Getting to Know VHA's Section 508 Office

VHA's Section 508 Office exemplifies the significant benefits that are realized when VA staff puts patient-centered care at the heart of what may be considered a technical focus. Charged with ensuring accessibility of VA Employee Education System e-learning content for users with disabilities and complying with federal law, the OHI Section 508 Compliance team worked with content developers to create training and best practices, and formalize its compliance-evaluation process. The compliance-evaluation recently reported:

- ▶ In 2008/2009, not a single media type (e.g. Web, Flash, PDFs) reviewed within the course content was deemed compliant on the first test; in 2010, 23% passed the first time.
- ▶ In 2009, most media types had to be retested three or more times before being declared compliant. In 2010, 89 percent of the media types passed on the second test.
- ▶ In March 2010, the team's testing backlog was nine weeks. Since September 2010, media types have usually been tested the same week they are received.

The Section 508 Compliance team is dedicated to building on this progress by continuing to enhance and share solutions that help developers deliver accessible, compliant products. To track progress or to learn more, go to <http://vaww.vista.med.va.gov/508workgroup/>.



OHI Video The Story of Vista... Innovation in VA

OHI's newest short information video tells the story of VA's pioneering work leading to the Nation's first practical system of electronic health records. A true innovation in technology, Vista transformed VA's medical practice and became the foundation of VA's 21st Century health care system. The video highlights VA's dedicated efforts to improve the care provided to Veterans who have so honorably served. To view the video, go to <http://vaww4.va.gov/VHA01/Vista2.asp>.



Find out more about VeHU
all virtual campus

My HealthVet: My Recovery Plan Project Recognized for Excellence

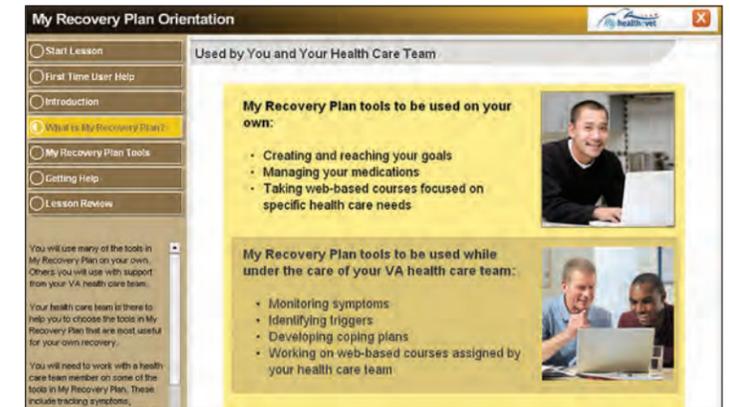
On December 14, 2010, the VHA Office of Mental Health and VHA OHI Veterans, Chief Informatics Office (CHIO) and Consumers Health Informatics Office (V/CHIO) was presented with the 2010 eLearning Leadership Award recognizing excellence and innovation in the development of Section 508 Compliant courseware for government sector audiences for their My Recovery Plan® (MRP) project.

My Recovery Plan®, also referred to as MRP, is a set of online tools designed specifically for Veterans with behavioral or mental health concerns. MRP gives Veterans electronic tools, deployed on the My HealthVet Personal Health Record, to log and track important aspects of their care. In support of MRP, the team, which includes VHA's 508 Compliance Office, developed six Section 508 compliant courses for deployment via the Learning Management System (LMS), teaching both health care teams and Veterans about MRP features as they are released.

This team, led by Drs. Kathleen Lysell, Ken Weingardt, Kellie Condon, and Jessica Hamblen, provided support to the Office of Mental Health Services and My HealthVet or V/CHIO.

The core MRP Project Team includes:

- ▶ **Dr. Kathleen "Katy" Lysell**—VA My Recovery Plan® Project Sponsor and National Mental Health Director for Informatics, Office of Mental Health Services
- ▶ **Dr. Ken Weingardt**—VA My Recovery Plan® Project Sponsor and National Director, Web Services, Office of Mental Health Services



- ▶ **Dr. Kellie Condon**—VA My Recovery Plan® National Coordinator, Office of Mental Health Services
- ▶ **Dr. Jessica Hamblen**—VA My Recovery Plan® Education & Training Workgroup Chairperson and Deputy for National Center for PTSD
- ▶ **Lauren Pada**—VA Patient Health Education Coordinator, VA Medical Center, San Diego, CA
- ▶ **Kathleen Painter**—My HealthVet Program Analyst and Health Content subject matter expert, V/CHIO
- ▶ **VHA Section 508 Compliance Office**

The team was supported by the Planned Systems International (PSI) My Recovery Plan® contract team. As part of the eLearning Leadership Award, the award panel made a donation on the team's behalf to the Spectrios Institute for Low Vision. More information about the award may be found at <http://www.prnewswire.com/news-releases/2010-accessible-elearning-leadership-awards-111865589.html>.

VA Uses Technology to Protect Veterans Health Information

Like other agencies striving to comply with federal statutes and regulations, VA proactively adopts security measures that protect its systems and reduce known technical vulnerabilities. Within VA, VHA's role as a health care system requires striking a balance among consumer, business, security, privacy and usability needs. What's new is VA's approach, which prioritizes security and strives to eliminate impediments that frustrate users and delay service to Veterans. Recent collaboration among security, privacy, and technical experts throughout the Department

has resulted in solutions that securely leverage web technology by enabling data sharing among providers and allowing Veterans to download their personal health information. The recent launch of the VA Blue Button is a good example of securely meeting a need without prohibiting the use of powerful web technology tools. VA launched the Visibility to the Desktop Initiative in summer 2010, providing critical infrastructure that enables VA to securely share health information with non-VA providers through the Nationwide Health

Information Network. Sharing Veteran data means relying more on internal and external interoperability, common data standards, information models, and proper data tagging to address health care's unique security and privacy concerns. Innovations developed to meet these defined needs support a Veteran's right to choose what information may or may not be shared with others. This approach is vital to building patient trust in the future of health care; a future in which VA plays a leading role.

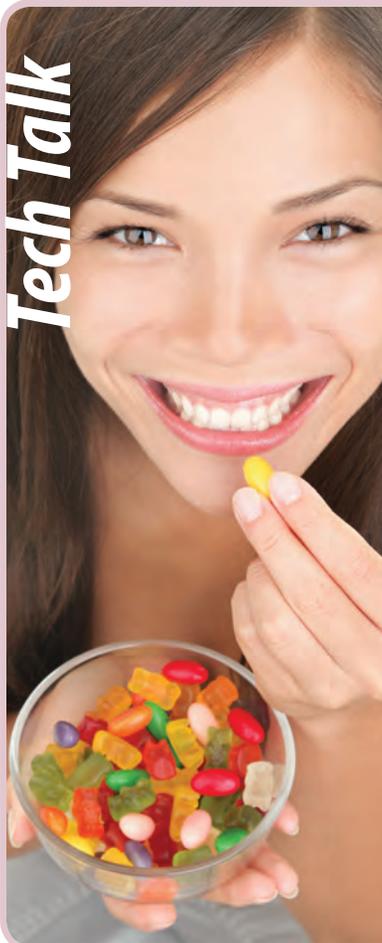
OHI On the Road

OHI and partnering VA staff traveled across America throughout 2010 to exhibit at 13 conferences, reaching nearly 25,000 Veterans, clinical associates, informaticists and IT partners. The Association of Military Surgeons of the United States, (AMSUS), Healthcare Information and Management Systems Society, (HIMSS), Veterans of Foreign Wars (VFW) and American Legion are just a few of the many events VA staff attended to share and promote VA's advances in health care technologies. These outreach events also helped to educate Veterans about VA services and benefits. The focus of each event was customized to meet the information needs of the audience, with special emphasis given to Veteran-centric innovations including: CPRS, My HealthVet, VA Blue Button, Secure Messaging, and VistA Imaging. The exhibit, which serves as a mobile information center for VA health care innovations, provides Veterans



Stuart Frank, Gwen Pinder, Joe Tastrom, Keisha Bratton, Sanjay Jain, Harold Bonds, James Vanderpoel and Melinda Gentry in the booth with the Under Secretary for Health, Dr. Robert A. Petzel during AMSUS.

the opportunity to share their stories and positive experiences about VA. Thanks to all VA employees who have volunteered to support our exhibit efforts, and we look forward to taking our message on the road again in 2011. For a list of 2011 events, go to: http://vaww4.va.gov/VHAOI/Exhibits_Conferences.asp.



Gummy Bears Aren't Just Snacks Anymore

Definitions:

Gummy bear = also spelled as gummi bear is a small, rubbery-textured confectionery, similar to a jelly baby in English-speaking countries; the candy is roughly .79 inches long and shaped in the form of a bear and comes in a variety of colors and flavors.

Gummy bear hack = an attempt to fool a biometric fingerprint scanner by using a gelatin-based candy to hold a fingerprint.

As it turns out, the gelatin, found in the yummy gummies is similar to that of a human finger. Therefore, low-end optical fingerprint scanners can often be fooled with a simple image of a fingerprint, using the imprinted fingerprint on the gummy. Even the more sophisticated devices that check for characteristics such as electrical current and blood flow can be fooled by the gelatin-based fingerprint if it is attached to a living finger.

The idea behind the gummy bear hack originated with 2002 research led by a Japanese cryptographer who used clear gelatin to make artificial fingers that they then used to fool fingerprint scanners. Further evidence of the gummy bear scam surfaced in 2010 when some Australian schools began using fingerprint scanners as a "sign-in" method. Media reports suggested that students could fool the system using gummy bears. These reports remain undocumented and subsequent tests to the theory tested against Microsoft's Fingerprint Reader and an APC Biometric Security device proved unsuccessful.

For details about the Gummy Bear Hack, go to <http://go.techtarget.com/r/13005357/1339075> or simply treat yourself to a yummy gummy.