

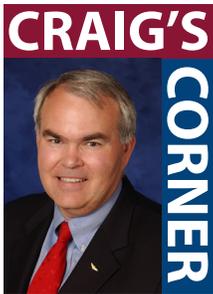


OHI News You Can Use December 2009/January 2010

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Happy Holidays



As we come to the end of 2009, I want to congratulate all of you for another successful year in which we overcame many exciting challenges, improved and implemented many outstanding programs and projects, and experienced some dramatic changes, both technical and cultural, throughout VA. At the closing of 2008, I challenged each of you to excel this year . . . and did you ever deliver! We have many reasons to celebrate and the highlights

below are merely a glimpse of the accomplishments we achieved this year.

- Marked the ten year anniversary of Bar Code Medication Administration, ensuring patient safety and continuous innovation
- Launched an Innovation Program where grassroots field innovators set the stage for future VA success
- Received a rural health grant for My Health*e*Vet, Emerging Health Technology, to achieve new levels of mobile access to our Personal Health Record
- Won an innovation award for My Health*e*Vet and released VA Wellness Reminders
- Provided technical and management oversight to electronically transfer digital images and scanned medical records from three, key military treatment facilities to the four Level 1 VA Polytrauma Centers for wounded, ill, and injured Veterans returning from Operation Iraqi Freedom and Operation Enduring Freedom
- Conducted site visits to VA Polytrauma Centers, VA Medical Centers, and Community Based Outpatient Clinics to provide training for VHA clinical staff on accessing Department of Defense (DoD) data in CPRS and documented recommended health IT process improvements from a field perspective

- Established the Release Management Process and Board, a major initiative supported by both OHI and Office of Enterprise Development (OED)
- Continued collaboration with DoD and the Navy's Bureau of Medicine and Surgery with regard to the Federal Health Care Center
- Developed the New Service Request (NSR) New User Submission Form to make it easier for any staff member to establish their case for an improved IT system in support of their business or clinical needs
- Supported our VHA customers with the new PMAS initiative and processes, field developed/Class III software, T21 Project Reviews and Deep Dive Reviews, and prioritization activities for VHA IT Investments
- Provided invaluable information and guidance to nearly 50,000 Veterans and other participants at many conferences and outreach events
- Negotiated information security standards for academic affiliates, resulting in greater opportunities for research collaboration in a secure environment
- Directed national training for VHA field staff with privacy and Freedom of Information Act responsibilities, providing them the expertise to meet or exceed industry standards

I am proud and humbled to serve with a team of such dedicated and intelligent colleagues. With the holiday season upon us, I encourage each of you to enjoy time with friends and family, be safe and thankful, and remember our Veterans. Let's make it the OHI 2010 resolution to continue providing the best care anywhere to our nation's heroes!

Your Resident Patient,

Craig B. Luigart
Chief Information Officer

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Craig's Rules® "Life's way too short,
so remember to enjoy it."

More Benefits, Less Doubts

OHI's Product Effectiveness team can help you to realize the full benefits of your IT product

Private and public sectors across the country are becoming more transparent by implementing performance management, measurement, and reporting to better serve their customers and stakeholders. At OHI, the cultural shift to a more open government began over two-years ago with the creation of Product Effectiveness (PE).

PE, part of Service Coordination in the Business Operations Directorate in OHI, was created to ensure VHA IT products have documented benefits and aid end-users in delivering better services to Veterans. By using a proven approach for improving IT product quality, the PE team (working closely with VHA stakeholders) is able to document benefits, measure customer satisfaction, and assess achievement of milestones for IT products. This approach allows managers to justify investments and evaluate actual versus planned benefits.

The PE team produces information to improve the effectiveness of IT products and decisions for future IT investments. By supporting evidenced-based decisions, PE positions VHA for successful IT management. Additionally, the PE team collects and shares lessons-learned to streamline other IT product implementations across VHA to facilitate the continued improvements of investment decisions, processes, and systems.

This approach allows the PE team to provide the information necessary to measure and improve the IT product implementation and investment as well as the actual customer service benefits after product deployment. PE staff members work closely with VHA program managers, subject matter experts, clinicians, and other offices and directorates, as appropriate, to ensure that value and cohesiveness are achieved.

"Product Effectiveness is the critical bridge between what we have currently, its actual value, and what we need next." said Craig Luigart, Chief Information Officer. "It validates whether we are getting the return on our investment and, if not, why. Then, closing the loop and proceeding on to the next great idea."

"Product Effectiveness is the critical bridge between what we have currently, its actual value, and what we need next."

The PE approach is comprised of four essential elements which are organized under respective PE staff roles: **benefits realization, customer satisfaction, functional review, and lessons learned.** PE staff members work with stakeholders to:

- Develop PE assessments to justify IT product decisions
- Improve the usability and effectiveness of IT products
- Provide better management control over IT product investments and processes
- Document customer satisfaction for IT products
- Capture and communicate lessons learned to aid future VHA IT investments
- Analyze performance metrics to fully realize the benefits of an IT product

In addition to working closely with VHA program staff, the PE team also collaborates with other organizations such as OHI's Enterprise Systems Management (ESM) Directorate and VA's Office of Information & Technology (OI&T). This ensures VHA staff members coordinate around a common set of goals and assumptions. The PE team is available to support all VHA programs. Please contact Jennifer Ford at: Jennifer.Ford@va.gov to find out more or to get started today.

Ask Yourself the Following ...

As a manager responsible for critical IT product investments, it is imperative to have complete management control of your IT product implementation. The PE team urges you to consider the following questions:

- Are you concerned your IT products are not meeting your needs and you are not sure what to do about it?
- Do you have a new IT product development or implementation starting or in progress?
- Do you have ample documentation around your IT product investment, such as benefits and customer satisfaction measurements or potential risks and mitigation strategies?
- Do you know how to justify potential IT product solutions to your senior leadership?
- Do you have accurate data to ensure your IT product is meeting your identified need?

To explore any of these areas further, contact Jennifer Ford today at: Jennifer.Ford@va.gov

Honoring Those Who Have Served

Honor Flight Network is a non-profit organization created solely to honor America's Veterans for all their sacrifices. Veterans are transported to Washington, D.C. to visit and reflect at their memorials. Top honor is given to remaining World War II survivors; however, other senior or terminally ill Veterans from all theaters are also given priority.

“There is never a dry eye in the crowd.”

Honor Flight funding comes primarily from individuals across the country who recognize the great accomplishments and sacrifices of Veterans and want them to see their memorials before it's too late. Significant contributors include fraternal organizations such as local American Legions, VFWs, Am Vets, DAV, MOPH, posts and chapters, as

well as various corporations at local levels. **Matt Baum**, Security Specialist with the Health Care Security Requirements Team for OHI, has been volunteering with Honor Flight for the last several years. Matt helps plan, organize, and greet World War II and other Veterans from all over the country who fly into Baltimore-Washington International (BWI) Airport to visit the war memorials in Washington, DC. Matt was born with a physical disability and has been an amputee since his late teenage years. What he is not is selfish. Because of his dedication and commitment to honoring Veterans, Matt and his group of Honor Flight volunteers greeted 111 flights, over 5,400 World War II Veterans, and 3,000 of their guardians who traveled through BWI this past year. Matt was there on numerous occasions to honor the Veterans with a hero's welcome. Service members young and old also participate, including Generals and Admirals. He says it's truly a sight to see and there is never a dry eye in the crowd. Many thanks to Matt and the countless number of VA employees who also volunteered their time for such a meaningful cause – giving unselfishly of themselves to honor and sincerely thank those who served.

For more information about honor flight, visit: www.honorflight.org.



Matt Baum greeting Honor Flight participants - Honor Flight 2009



Volunteers and Service members greeting Veterans - Honor Flight 2009

New Service Request Tracking Record Updated

The ESM office released an update to the New Service Request (NSR) Tracking Record. Customers accessing the New Service Request Database (NSRD) to view NSRs at: <http://vista.med.va.gov/nsrd/GuidancePolicy.asp> will find the new layout more user-friendly and be able to find their information much easier. Questions can be addressed to Leslie Dagen at: leslie.dagen@va.gov in the ESM Office, Requirements Analysis and Engineering Management Service.

National Release Meeting Health Challenges

The ESM Office, Health Provider Systems (HPS) portfolio is pleased to announce the national release of the Clinical Information Support System – Occupational Health Record Keeping System (CISS-OHRS). CISS-OHRS provides a Web-based application for VHA Occupational Health units. It supports employee health tracking, medical surveillance, and management systems for health care workers in compliance with federal regulations and mandates.

When the World Health Organization elevated the H1N1 situation to a Pandemic Level Six, the White House requested VA to be prepared to vaccinate, track, and report the H1N1 vaccination status based on its expertise in managing large volumes of seasonal flu vaccination of employees and patients. The CISS-OHRS met this objective, and its national deployment was expedited to meet the H1N1 while ensuring Occupational Health units have a system sustainable for future, similar problems.

Data Dot Huh?

Data.gov (www.data.gov) is a White House initiative to allow anyone to easily find, download, and use datasets generated and held by the federal government. Launched on May 21, 2009, data.gov is intended to be the government's reliable, authoritative, and quality information source for the public. All contributing agencies must provide their most relevant and informative datasets and tools for presentation through the data.gov Web site. To offer the public maximum value, the initiative will provide data at the most granular level instead of simple aggregate information.



The CISS-OHRS application provides role-based access to employee health records, while providing a secure method for clinical record-keeping of occupational health notes for vaccination, lab testing, clinical visits, and respiratory clearance. With CISS-OHRS, the clinical data in VistA is available to occupational health personnel without displaying specific patient identification information to unauthorized personnel outside of Occupational Health units. The application supports the entry and storage of occupational health notes of employees, volunteers, residents, trainees, and other Federal Agencies' personnel.

CISS-OHRS will ensure VA is able to meet the Occupational Health units' needs of today, while ensuring federal requests and mandates are achieved. The national release of CISS-OHRS will allow future health challenges to be met with more ease and efficiency.

The VA Office of Policy and Planning is coordinating participation of all three VA administrations and staff offices. VA is working on a governance process to manage data release to ensure the Department remains compliant with all privacy and security requirements. Meta data about VA data is posted on data.gov, but the actual data remains on VA Internet sites. Once VA authorizes release of the meta data and hosting of the data on its Web pages, the data.gov project management office reviews the submissions and makes the final determination if the data will be referenced on the Web site.

To offer suggestions for data that may be released to the public, please see <http://vaww4.va.gov/NDS/DataGov.asp>

If you have questions, please contact John Quinn, National Data Systems Director, VHA Office of Health Information at: (512) 326-6188.

Technology Refresh

The first major Federal Health Information Exchange (FHIE)/ Bidirectional Health Information Exchange (BHIE) "technology refresh" is a significant VA/DoD health information technology initiative that's now underway and projected for completion mid-year of 2010. The refresh will update and modernize the FHIE and BHIE hardware and technical framework that supports the exchange of VA and DoD health information between their two electronic health records, VistA CPRS and AHLTA. The existing software code, operating system, and hardware were deployed in 2001 and are now beyond the end of their intended life cycles.

VA and DoD are sharing the costs of the refresh and working to ensure that the project aligns with critical health information technology components and related initiatives within both departments. The departments are using a phased approach with parallel development, testing, and production platforms to minimize the impact on systems that support patient care. The phased deployment timeline ensures:

- Minimal impact on provider access, system, and end-user interfaces
- Minimal impact on patient care
- Standard, repeatable processes for all platforms
- Normalization, platform standardization, and optimization
- Reduction in complexities of future builds and releases

The refresh project will improve system performance and support future enhancements, including expansion of types of health data shared between the two departments.