



# **Department of Veterans Affairs Operational Management Review (OMR)**

Virtual Lifetime Electronic Record (VLER)

November 30, 2011



## Major Initiative Overview

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- ❖ **Major Initiative Lead:** *Arthur (Joe) Paiva, VLER Enterprise Program Management Office (EPMO)*
- ❖ **Major Initiative Sponsor:** *Roger W. Baker, Office of Information Technology*
- ❖ **Mission:** *The Virtual Lifetime Electronic Record (VLER) is a joint Department of Veterans Affairs (VA) and Department of Defense (DoD) effort to transform business processes and information systems to be more Servicemember and Veteran-centric by providing standards-based information sharing and transparency. The mission of VLER is to enable the VA and its partners to proactively provide the full continuum of services and benefits to Veterans through Veteran-centric processes and effective, efficient, standards-based information sharing.*
- ❖ **Strategy:** *Create Veteran-centric instead of process-centric approach by obtaining a holistic view of all Veteran information regardless of source. Remove barriers in processing information by enabling open standards-based commercial off the shelf (COTS) (potentially including Open Source) solutions and limiting the number of systems to access.*



## Request for DEPSECVA Action

Request Description	Requested DEPSECVA Actions
1. None at this time.	
2.	
3.	

## DEPSECVA Action Items

Action Item / Source	Response / Status
1. None at this time.	
2.	
3.	



## Recent Key Accomplishments

**VLER Adapter:** Expanded sharing of health data elements and added 2 health partner information exchanges using the Nationwide Health Information Network (NwHIN). This expansion increases the health information available to healthcare providers when seeing Veterans or Servicemembers in the clinical setting.

**Veterans Authorization and Preferences (VAP):** Completed initial opt-in/opt-out capability through eBenefits portal, partially automating the authorization process for sharing of health information with NwHIN partners. Defined the TurboVAP solution for Veterans to authorize exchange of their VA health information to SSA which supports disability adjudication.

**VLER Memorial Affairs:** Enhanced the National Gravesite Locator which enables people to find gravesite locations via either internet (e.g., smartphone) or one of 83 kiosks at VA cemeteries allowing visitors to rapidly find loved one's gravesites.

**Bidirectional Health Exchange (BHIE):** Enhanced capability for providers to view DoD neuropsychological assessments, imagery and inpatient notes for those Veterans and Servicemembers with traumatic head injuries and posttraumatic stress disorder, enabling private physicians the ability to provide high quality of care for the severely wounded, ill, and injured.

**Clinical Health Data Repository (CHDR):** Improved data interoperability between VA and DoD reducing information exchange transaction costs, volume of outpatient pharmacy data exchanged, and response times for displaying clinical patient data used by clinicians during patient encounters.

**VLER Direct:** Implemented capability to send encrypted health information directly to VA trusted recipients over the Internet.

**Integrated Disability Evaluation System (IDES):** Implemented Veterans Tracking Application thereby improving data collection and reporting capabilities while tracking disability evaluation claims of severely wounded, ill, and injured and enhances VHA liaison workload tracking and reporting to support referrals of Veterans and Servicemembers across facilities.

**XML Schema:** Reached agreement across IT and business partners to formulate policy and standards to streamline and standardize the sharing of health, benefits, memorials, and other VA information among VA and external partners.

**Disability Benefit Questionnaires (DBQs):** Initiated the development of a framework to ensure a clinical efficiency and computability via a paperless claims process. Facilitated a collaborative stakeholder forum to define the issues effecting DBQ deployment and their role in processing disability claims.



## 90-Day Look Ahead

### Planned Key Accomplishments Within Next 90 Days

1. Begin Proof of Concept testing of the remodeled Integrated Disability Evaluation System (rIDES) in January 2012. The reengineered business process and supporting technology will be tested jointly by VA and DoD at three locations: Ft. Carson, CO; Shaw AFB, SC; and Camp Lejeune, NC.
2. Draft and staff for formal CIO approval, information sharing guidance and governance for the VA enterprise.
3. Define requirements for initial DBQ capability in paperless compensation claims process to improve access and ease of use for Veterans, VBA and VHA service providers, and private clinicians.
4. Continue architecture development for VLER Data Access Service (DAS) which will support the efficient exchange of VLER health, benefits and personnel data securely and accurately between all data producers and consumers that exist among DoD, VA, and external partners. VLER DAS will support information interoperability thereby enhancing Veterans rapid access to benefits.
5. Deliver Memorial Affairs Performance and Usability (MAPUE) improvements in the Management and Decision Support System (MADSS) that will indirectly shorten benefits delivery time and automate the notification to the next of kin that the headstone is set.
6. Implement Memorial Affairs Letters Enhancements (MALE) capability improvements by automating Resolution Letter production to improve responsiveness to the Veteran's family while ordering the grave marker.



## Key Issues and Corrective Action Plans

Key Issues	Corrective Action Plans
1. VLER Staffing – 24 of 42	HR has the requirements and is working on them. Mitigating impact through effective use of existing government resources and contracted support.
2. Number of VLER contractors pending clearance processing as of October 28, 2011.	73 Contractors impacted in total, breakout below: NwhIN: 12, BHIE/CHDR: 4, Memorial Affairs: 13, PMO: 11, ISI: 33

## Major Risks and Mitigation Plans

Major Risks	Mitigation Plans
1. Inability to collect verifiable measure of effectiveness or ROI data required to support the NwhIN (VCA1) "go-decision" scheduled for next summer.	TBD
2. Lack of Veteran "Buy-In" of VLER program.	Develop and deploy "Turbo VAP", the Turbo Tax® like application for tracking Veteran's authorizations and preferences.
3. Lack of Servicemember "Buy-in" of VLER program.	Working with DOD (RA) for increase awareness training.
4. Lack of private provider "Buy-in" of the NwhIN.	Planning PR campaign.

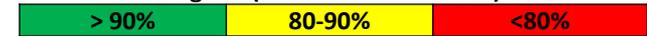


# MI Milestone & Strategic Plan Performance Measures

## Milestone Performance as of (31 October 2011)

Planned Milestones to Date	Of Planned Milestones, # Completed	% of Planned to Date	Total Milestones Completed to Date	Total Planned FY12	% Total FY12
0	0	0	0	8	0

Legend (% of Planned to Date)



## Performance Measures as of (31 October 2011)

Measure	End of FY12 Target	Start of FY12 Value	Forecast End of FY12 Value
Authoritative Sources - Increase in number of all VA designated "Authoritative Sources" who have XML Schemas, Data Dictionaries and Business Rules published in accordance with established processes and formats.	TBD	Pending Baseline 1 <sup>st</sup> Qtr FY12	TBD
Information Services - Increase in number of new information services made available to VA enterprise.	TBD	Pending Baseline 1 <sup>st</sup> Qtr FY12	TBD
New Healthcare Service Provider Partners - Increase in number of new healthcare service provider partners with whom VA is able to share information (electronically, without human intervention).	TBD	10	TBD
New Non-Healthcare Service Provider Partners - Increase in number of new non-healthcare service provider partners with whom VA is able to share information (electronically, without human intervention).	TBD	0	TBD
Automated Business Processes - Increase in number of manual VA business processes enabled by automated information sharing between systems.	TBD	Pending Baseline 1 <sup>st</sup> Qtr FY12	TBD



# Overall Status Summary As of 22 November 2011

## Fiscal Year-to-Date

		Planned to Date (\$ in millions)	Actual (\$ in millions)		% of Planned to Date	Remaining (\$ in millions)	Total FY12 (\$ in millions)	% of Total FY12
Spend	Program		N/A (Funds not Budgeted)		N/A (Funds not Budgeted)			
	IT	0	N/A (Funds not Awarded)		N/A (Funds not Awarded)	Redacted	Redacted	100%
FTE	Program	Redacted	Redacted		83%	Redacted	Redacted	83%
	IT	Redacted	FTE Redacted	Contractor 0	46%	Redacted	Redacted	46%

	Total Planned Contracts		Contracts Awarded		Contracts Not Awarded		"Actionable" Package Being Worked by Contracting Officer	Developing Acquisition Package	Developing BRD
	Number	Value (FY12)	Number	Value (FY12)	Number	Value (FY12)			
IT	30	Redacted	0	0	30	Redacted	0	30	0
Program	0	0	0	0	0	0	0	0	0
Total	30	Redacted	0	0	30	Redacted	0	30	0

### Legend (% of Planned to Date)

> 90%	80-90%	<80%
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