



CONTRACT VEHICLES

GENERAL SERVICES ADMINISTRATION

Mission Oriented Business
Integrated Services (MOBIS)

Performance Management and
Continuous Process Improvement

VETERANS AFFAIRS

VA Services for Program Excellence and
Corporate Transformation (SPECTRUM)

HEALTH AND HUMAN SERVICES

Agency for Healthcare Research and
Quality Knowledge Transfer

Centers for Disease Control
Division of HIV/AIDS Prevention

Chief Information Officers-Solutions
and Partners 3 (CIO-SP3)

CMS Federally Funded Research
and Development Center

CMS Measure & Instrument
Development and Support

Health Resources and Services
Administration Evaluation

National Institute of Allergy
and Infectious Diseases

Substance Abuse and Mental
Health Services Administration

DEFENSE

Air Force Medical Services Consultant,
Advisory, and Technical Services

Joint Program Executive
Office Chem-Bio Division

AWARDS

**2012 District of Columbia Small
Business Person of the Year**

U.S. Small Business Administration

**2013 Top 50 Fastest Growing
Companies in Washington DC**

Inc 500|5000

CONTACT

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A Service Disabled Veteran-
Owned Small Business



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Atlas Research is an award-winning consulting firm providing strategic advisory and applied research services to Department of Veterans Affairs clients faced with the challenge of solving complex problems and improving organizational performance. Our client solutions span studies and analyses; strategic planning, technical assistance, and facilitation; education and training; quality improvement; management; and strategic communications.

CAPABILITIES

Research, Studies, and Analyses

- Design and administration of surveys, focus groups, and interviews
- Policy analysis
- Evaluation and assessment
- Clinical trials
- Pilot programs
- IRB and OMB procedures

Education and Training

- Curriculum design
- Meeting and event support/logistics
- Instruction

Planning, Technical Assistance, and Facilitation

- Capacity and consensus building
- Cross-system planning
- Facilitation
- Strategic planning
- Technical assistance

Health Care Improvement

- Survey readiness
- Clinical training
- Evidence-based design
- Performance measurement
- Quality improvement
- Workforce recruitment

Strategic Communications

- Strategy
- Public relations/ community outreach
- Dissemination and implementation
- Health promotion
- Graphic and web design/development
- Writing, editing, and content organization
- Knowledge translation

Management

- Program/project management
- Quality assurance
- Lean Six Sigma

CLIENTS

U.S. Department of Veterans Affairs

- Office of the Secretary, Interagency Care Coordination Committee
- VA National Center on Homelessness Among Veterans
- VA Office of Human Resources Management
- VBA/DoD Program Office
- Veterans Health Administration
- VHA Care Management & Social Work Services
- VHA Office of Communications
- VHA Office of Health Information
- VHA Office of Mental Health Services
- VHA Office of Rural Health
- Martinsburg VA Medical Center
- Salisbury VA Medical Center
- Sioux Falls VA Medical Center
- South Central VA Health Care Network
- VA Capitol Health Care Network
- VA Midwest Health Care Network
- VA Western New York Healthcare System
- Washington DC VA Medical Center

U.S. Department of Health and Human Services

- Agency for Healthcare Research & Quality
- Centers for Disease Control & Prevention
- Center for Consumer Information and Insurance Oversight
- Centers for Medicare & Medicaid Services
- Health Resources & Services Administration
- National Heart Lung & Blood Institute
- Office of Adolescent Health
- Office of Minority Health
- Office of Population Affairs
- Office of Special Health Affairs
- Secretary's Advisory Committee on Heritable Disorders in Newborns & Children
- Substance Abuse & Mental Health Services Administration

Other

- Commission on Accreditation of Healthcare Management Education
- University of Michigan Health System
- United Service Organizations
- Raytheon
- Deloitte Center for Health Solutions
- West Virginia Legislature

U.S. Department of Defense

- Air Force Medical Service
- Joint Program Executive Office for Chemical and Biological Defense

Better Care for Wounded, Ill, and Injured Warriors

Departments of Defense (DoD)
and Veterans Affairs (VA)



"[I] said 'absolutely yes' to 'would you hire this contractor again?'. [I] added that you and your team are knowledgeable and committed professionals. You are truly providing expertise and looked at as a valued partner/team member."

Mary Carstensen
Senior Advisor to the Secretary
U.S. Department of Veterans Affairs

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CHALLENGE

The DoD–VA Warrior Care and Coordination Task Force was formally established in May 2012 at the direction of the DoD–VA Joint Executive Committee (JEC) to assess both redundancies and continued transition gaps for Wounded Warriors as well as the overall program management of Wounded Warrior services between DoD and VA. The Task Force was charged with improving and harmonizing the delivery of care, benefits, and services across two agencies (DoD and VA) that together have 48 programs, 127 policies, and 15 information (IT) systems and include variations across four DoD Service Branches: Air Force, Army, Marine Corps, and Navy, and two VA Administrations: the Veterans Health Administration (VHA) and the Veterans Business Administration (VBA), with a community of care providers from both clinical and non-clinical fields.

SOLUTION

The Task Force recommended a more integrated and agile approach to ensuring Warriors and their families receive needed services with less confusion and greater awareness of the full spectrum of programs and benefits. Central to the execution strategy was the stand-up of the Interagency Care Coordination Committee (IC3), a new organization that serves as the central entity to monitor all DoD-VA care coordination and case management activities in support of wounded, ill, and injured Service members, Veterans, and their families and caregivers. Atlas is assisting with the transition to the new organization and is working with the development, dissemination, and maintenance of the comprehensive implementation plan.

Atlas is also working towards common doctrine and guidance to the Departments and provides services to all IC3 subordinate working groups. The Atlas team collaborates with Department representatives to develop interagency policies, tools, and processes that will be implemented across both Departments to improve Warrior care management. In addition, Atlas provides strategic guidance to the committee on sustainability, resource management, and communications.

RESULTS

Atlas has obtained extensive knowledge of Wounded Warrior program care management protocols through leading contract tasks for the IC3. Our current engagements center on improving care coordination and synchronization of severely wounded Service members and Veterans enrolled in DoD and VA programs. Program improvements require thorough program evaluations and evidence-based recommendations for increasing effectiveness and patient outcomes. Skilled Atlas Team members are responsible for the review of existing Service member data, federal policies, knowledge tools, and technology-based processes. Subsequently, they provide detailed recommendations for developing and implementing critical enhancements to components of military care management. Key project activities include completing a Service-level inventory of 48 Wounded Warrior programs to determine gaps, overlaps, and potential synergies between the care, benefits, and services offered. Data is being gathered through stakeholder interviews, review of program materials, and analysis of qualitative and quantitative data from available federal databases. Atlas is also conducting a case matching activity where we are evaluating the Wounded Warrior populations and care coordinators of DoD's five and VA's six care coordination programs. Our team is conducting quarterly matching practices related to 30,000 Service member-related data elements. The outcomes are to determine gaps in patient enrollment and subsequently analyze successful transitions, care integration, and care synchronization. These two complementary evaluation tasks will strengthen the care coordination framework associated with these agencies and lead to improved Service member quality of care.

By providing the IC3 with policy and process development and technical assistance, Atlas supports improved care for Service members and their families as they transition between DoD, VA, and into the civilian community.

For more information, contact Kate Lynch Machado at kmachado@atlasresearch.us.