Virtual Lifetime Electronic Record (VLER) Warrior Support Program

Vendor Solutions Symposium

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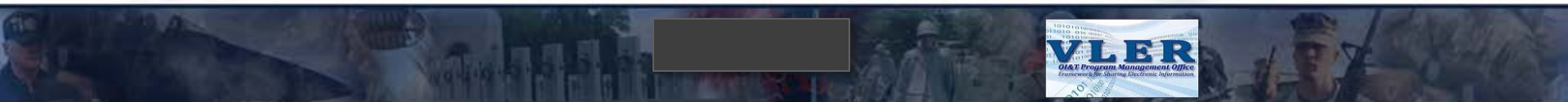**VLER**
OI&T Program Management Office
Framework for Sharing Electronic Information

The VLER Warrior Support Program ensures that information is available to end users in a timely fashion to support Integrated Care for our nations Operation Enduring Freedom (OEF)/ Operation Iraqi Freedom (OIF) and Severely Ill and Injured Service members and Veterans.

The Program currently consists of the following projects:

- Veterans Tracking Information (VTA)
- Federal Case Management Tool (FCMT)
- Information Sharing Initiative (ISI) for Integrated Care.

System Description:

VTA is a joint VA/DoD application to support the effective management and tracking of Veteran and Servicemember beneficiaries at all levels of the continuum of care and provides capabilities for the VACO, VHA, and VBA to meet current business needs.

VTA tracks the initial arrival of a Servicemember into the VA Health System and monitors benefits application and administration details. VTA provides IT support for Congressional Mandates such as the Integrated Disability Evaluation System (IDES), Federal Recovery Coordination Program (FRCP) and Special Outreach for educationally disadvantaged Veterans required by law under 38 U.S.C. Chapter 63.

Additionally, VTA will provide enhancements for the VBA Casualty Reporting Program along with enhancing the reporting capabilities for VHA.

Regulatory Compliance

> Three Year Authority to Operate (ATO) achieved on March 31, 2009
> System of Records Notice (SORN) established January 10, 2011
> Privacy Impact Assessment (PIA) updated and submitted April 2011

Internal/External Influences

> AITC current Physical Architecture shares servers and system resources among multiple VA web applications

VTA deliverable Roadmap

    VTA Functional Enhancements Completed

- FY10 Five Major Releases:
  - Nov09, Jan10, Mar10, Jun10, Sep10
- FY11:Four Quarterly Releases planned for FY11:
  - Dec10, Mar11, Jun11—all releases completed on time
  - On track for Sep19 2011

VTA Business Owner Groups

    Functional Enhancements provided for four major Business Owner Groups (VHA, VBA, IDES, FRCP)

    IDES Business Owner Group comprised of multiple stakeholder interests

        VBA Compensation & Pension (C&P)

        Office of Field Operations (OFO)

        Wounded Warrior Care and Transition Policy (WWCTP)
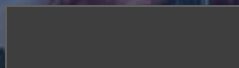
        VA and DoD end users

Federal Case Management Tool (FCMT)

The President's Commission on Care for America's Returning Wounded Warriors (Dole/Shalala) established by Executive Order 13426 in March 2007 recommended the creation of a patient-centered Recovery Plan for every seriously injured service member that provides the right care and support at the right time in the right place.

FCMT automates the case management capabilities of intake, referral and enrollment as well as the creation and maintenance of the individual case records and plans.

Additional functionality includes enhanced communication methods between VA case workers and clients by providing case workers insight into services being provided by other VA case managers and external entities as well as enabling enhanced consultation processes with the VA's extended network of Clients/Caregivers; and providing case workers with the ability to update, manage and report on the status of their case throughout the life of a case.

Planning for the ongoing enterprise nonclinical case management needs of the agency, the Federal Case Management Tool (FCMT) project utilizing the Microsoft (MS) Dynamics will provide expanded functionality, robust reporting capabilities and an architecture that will comply with VA Enterprise Architecture standards to support existing VTA users and other interested stakeholders.
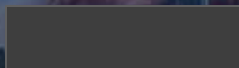
The Microsoft Dynamics CRM Tool….

- The new Enterprise Case Management system will be based on commercial off-the-shelf software (COTS) from Microsoft.

- The Microsoft tool provides a simplified look-and-feel for enterprise applications. Very similar to Microsoft Outlook and modern web applications.

- The tool provides "enterprise" functionality and capabilities such as rules, workflow, tasks, calendaring, alerts, mapping and others which as essential for effective case management.

- Plans are underway to use the tool as part of the VA's Veterans Relationship Management (VRM) system. The tool will be integrated into a number of other systems in the VA, allowing easy access to extensive Veteran-specific data.
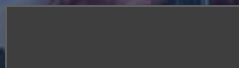
What benefits should this provide the VA?

- **Provides a common platform for Case Management systems:**
  - Allows the VA to configure COTS-based case management systems from a common "template" (terminology, processes, capabilities)
  - Allows for the rapid introduction of new capabilities to multiple case management programs (for those on the common platform)
  - Still allows users to have their own "applications" within the platform
  - Allows the VA to make use of modern-day COTS platform features (workflow, rules, notifications, etc.)

- **Simplifies systems integration and data sharing:**
  - Allows for the consolidation of data systems, reducing redundant data entry by case workers
  - Allow for improved sharing of information about Veterans in case / care management among case workers
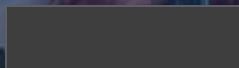
Information Sharing Initiative (ISI) for Integrated Care

The ISI Project is intended to meet the cross-departmental information sharing needs of case/care management/coordination personnel, striving to provide *integrated care* to seriously ill and injured Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn(OEF/OIF/OND) Service Members, Veterans, and their families.

ISI will facilitate the exchange of relevant data between VA, DoD and SSA in order to ensure services and benefits are planned, managed and delivered consistently and correctly to beneficiaries. Efforts are currently underway to implement a Pilot Product. The pilot will demonstrate the exchange of authoritative data across participating pilot program applications using a consistent approach and data standards where possible.

Participants in ISI are the programs that currently use the Veteran's Tracking Application (VTA), including the Integrated Disability Evaluation System (IDES), Federal Recovery Coordination Program (FRCP), the Veterans Health Administration (VHA) Liaisons and the Veterans Benefits Administration (VBA) OEF-OIF Case Managers.

- **Pilot the Exchange Data for the Top Two Business Priorities:**
  - List of all Case/Care Managers/ Coordinators assigned to the Service Member/Veteran
  - Ability to track benefits applications, benefits processing status and benefits awards

- **Requirements Elaboration on the Next Two Business Priorities:**
  - Visibility of all care plans
  - Ability to view a shared calendar for Service Member/Veteran appointments and scheduling