

# FACILITY LOCATOR

Provide a single, consolidated place across VA.gov where Veterans and beneficiaries can easily find and understand high-level information about facilities offering priority VA benefits and services (WIP)

## Objective 1: Improve Veteran Experience

### Key Result #1

100% of known (legacy) usability and accessibility defects are resolved by April 1, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

★ Improve functionality of map feature

★ Address known usability and accessibility issues

### Key Result #2

Search performance will be measurable by facility type and “category of care” by April 1, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

★ Evaluate current performance against private industry standard

### Key Result #3

The rate of search refinements for VA Health will be 2% or lower by July 1, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

Incorporate Health Services taxonomy to align with Veteran mental models

Facility detail page redesign for Cemeteries

Integrate with Get Care Now Widget

### Key Result #4

A baseline for 5 star user satisfaction ratings will be established by April 1, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

★ Begin integration of new VAMC facility detail pages

Facility detail page redesign for Vet Centers

Facility detail page redesign for Cemeteries

★ Implement user feedback loop

Facility detail page redesign for Benefit locations

Include information on availability of online scheduling

Continue consolidation of legacy facility locators

Integrate Facility Locator with authenticated experience

## Objective 2: Reform Community Care

### Key Result #1

The rate of search refinements for Community Care will be at parity with VA facility searches by July 1, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

★ Redesign UX to align with Veteran mental models in support of urgent care and emergency services

Integrate non-urgent (specialty?) Community Care services

Search by Service-first rather than facility type

### Key Result #2

All urgent care searches will be performed using the modernized Facility Locator by February 2, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

★ Resolve PPMS data discrepancies

### Key Result #3

A baseline for the percentage of users searching for urgent care who download the benefit PDF will be established by March 15, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

Surface basic benefit information

## Objective 3: Improve Data Quality

### Key Result #1

The number of missing expected data elements will decrease by 50% by March 15, 2020.

NOW  
through Q2 2020

NEXT  
(Q2 through Q4, 2020)

LATER  
(2021+)

★ Begin to resolve data discrepancies between legacy Directory and current Facility Locator

Transition from GeoBISL to Facilities API for VHA and NCA

★ In progress as of 12/2019