

VA



U.S. Department  
of Veterans Affairs

# VSA Health Care team

Discovery and Kickoff

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June 4, 2020

## Discovery Sprint Kickoff

# Agenda

JUNE 04 2020 / 3:00 PM est (1 hr) / ZOOM

### Attendees

Lacey Higley, Amanda Buckley, Mickin Sahni , Shawna Hein, Mark Dewey, Lance Sanchez, Aricka Lewis, Lauren Alexanderson, Patrick Bateman, Michael Chelen, Paul Short

### Discovery Sprint 101 (10min)

1. Understand purpose and planning for the sprint
2. Identify goals and deliverables

### Our Team (20min)

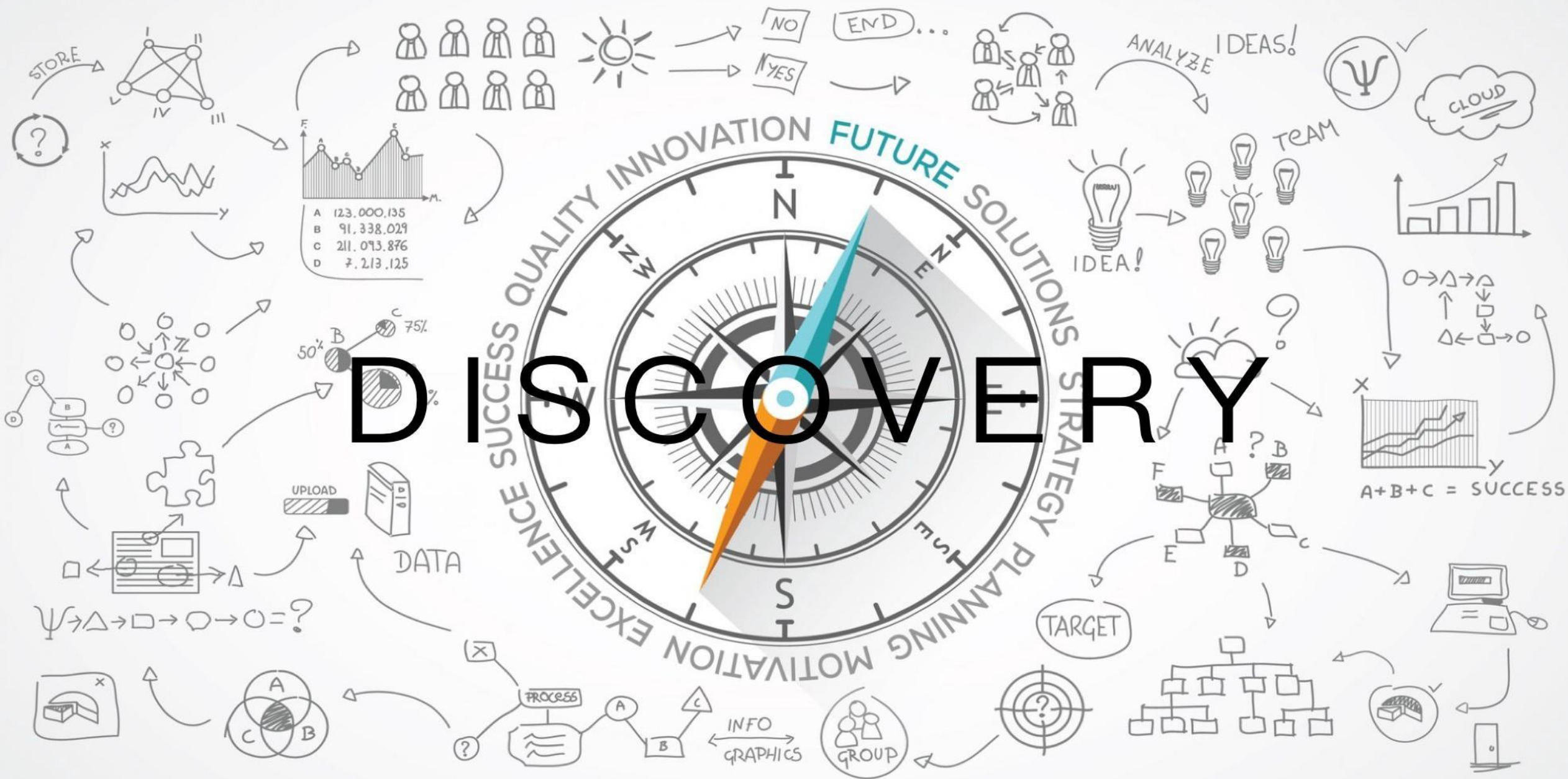
3. About Me presentations
4. Identify stakeholders

### Schedule (20 min)

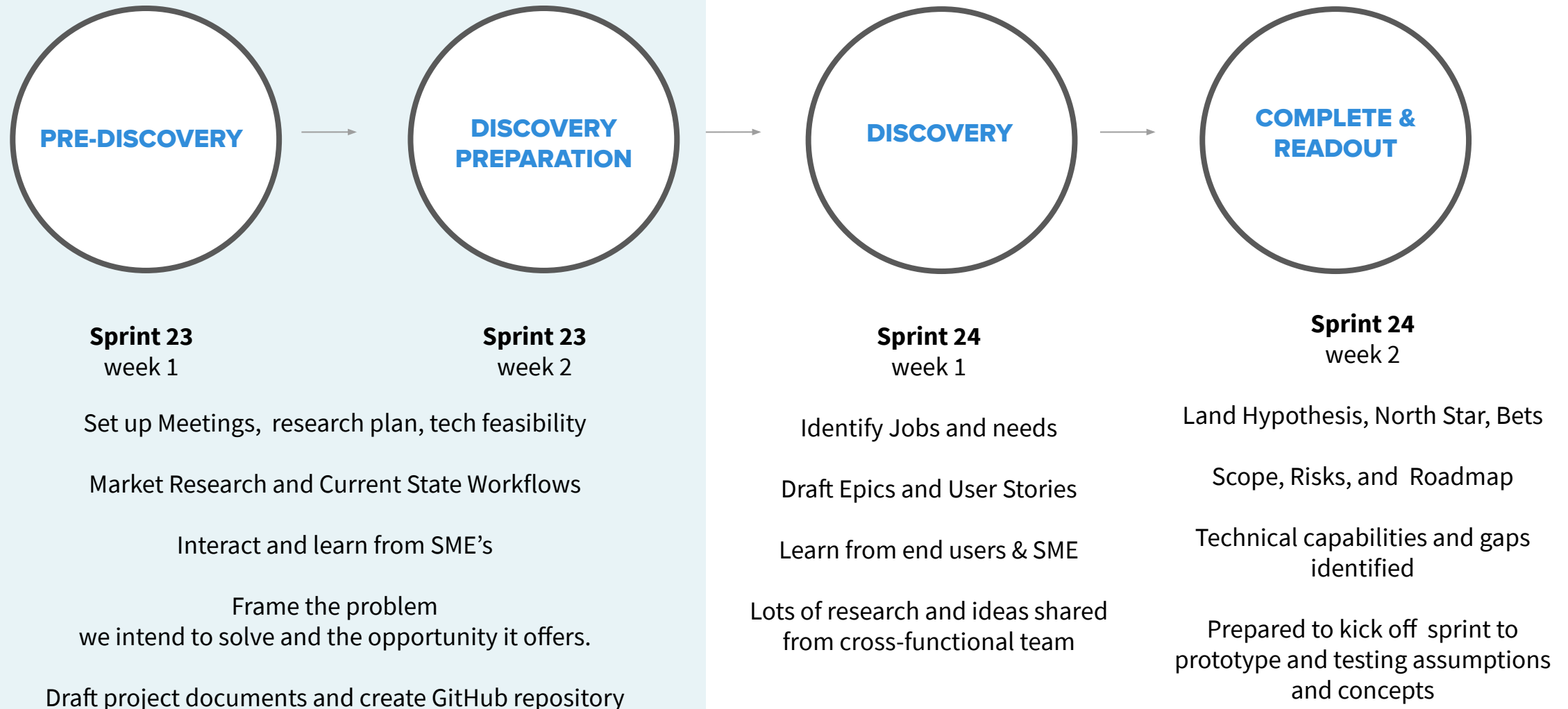
5. Proposed daily 2 week sprint schedule
6. Logistics and team meetings to schedule

### Product (10 min)

7. Introduce the problem statement /Job to be Done
8. Next Steps



# Discovery Stages



# Goals & Accomplishments

By the end of a discovery sprint, we will have a good understanding of:



## Roles involved

- Cross Functional Team
- Stakeholders
- Persona End User



## Jobs to be Done

- What they're trying to do
- How they're currently doing it
- The problems and frustrations they experience



## UX and Technical feasibility

- Research & Ideation
- What APIs exist
- Toolkits available

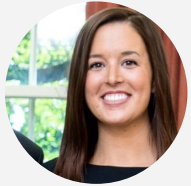


## Movement towards a solution

- How might we better serve these user needs
- Scope, complexity, effort required
- Documentation/evidence to support our decisions

Healthcare

# Our Team



Lacey **Higley**  
Product Owner



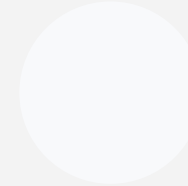
Lance **Sanchez**  
BE Engineer



Patrick **Bateman**  
Product Owner



Lauren **Alexander**  
Product Owner



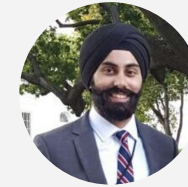
Michael **Chelen**  
Engineering Lead



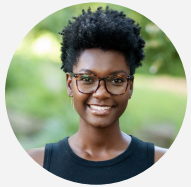
Mark **Dempsy**  
FE Engineer



Amanda **Buckley**  
Sr Product Manager



Mickin **Sahni**  
Product Lead



Aricka **Lewis**  
Research & Design



Shawna **Hein**  
Research & Design Lead



Paul **Short**  
Engineering Lead



# About me

I am senior developer with a passion for learning. Over the past decade I have specialized in getting products and companies up off of the group, learning “stuff about things” along the way

After sunbathing in Florida for the past 6 years, I am returning back to the Appalachian Mountains that I was born into. You can the man out of the mountains, but not the mountains out of the man.

I care about healthcare because the whole things is in a broken state, and is one giant problem to solve. I like problems.

I was in charge of the Aquatics area of a local BSA camp, teaching lifeguarding, and white water canoeing.

Apart from being a well seasoned developer at starting new things, I know little about this problem space, so I will ask questions.



**Mark**  
Front End Engineer

# About me

I joined USDS in 2017 and have been with VA for just about 4 years now. I run the CTO team's hiring and operations (and help with whatever else needs to be done).

I was born and raised in New Jersey, and have called the DC area home since I went to UMD College Park (go Terps!).

I spent 4 years processing casework for Veterans and for those who suffering from mental illness. Since then I've been passionate about breaking the stigma around and the access to mental health treatment.

My oddest job was making toast for a summer.

I know how to navigate the often tricky waters of VA.



**Lacey**  
Product Owner



# About me

I'm passionate about mid-century modern architecture and furniture - attending as many estate sales as possible. I have two adorable french bulldogs M&M. In my free time I spend it with my boyfriend and his two Fortnite loving girls, Emma 11 and Chloe 9.

I ran track in college (don't laugh but I was a 400m sprinter) and today I continue the love for a daily run at a speedy 10.5 min mile pace.

When I work on healthcare products, I truly feel I have the opportunity to make a difference in both clinicians and consumers health and wellness. I can't imagine building a shoe website.

At 17 years old my first job in the summer was in an outdoor outlet mall at Claire's piercing little children's ears!

I hope my appreciation for jobs to be done theory, user centered design advocate, and 14 years in healthcare, I will provide the team with perspective and excitement to not build yet another Q&A form.



**Amanda**

Sr. Product Manager

# About me

I am a Senior UX Designer, formerly on the Facilities team. I've been in the UX space for about 5 years and previously worked in Enterprise UX. I also teach a course at the University of Arkansas.

I've been in multiple bands for the last 12-ish years and currently sing in a jazz band.

There's *a lot* of room for improvement (to put it likely) in our healthcare system. Nuff said.

My favorite job was being a consultant at Sephora in college.

I love design collaboration and asking open ended questions.



**Aricka**

Designer/Research

# About me

I lead design for the VSA contract and have been working in the UX design space for over 10 years. My background is in Computer Science and Sociology, I was a developer in a past life. I ran my own business for 5 years designing for folks like Google, Intuit, and The United Nations.

Before I was working with the VA, I worked on the Quality Payment Program designing a method for clinicians to report quality data to the government.

I live on 5 acres in the foothills of the Sierras in Northern California with my 5yo son.

I haven't had very many "odd" jobs, I was a book store employee for years though!



**Shawna**

UX Design Lead

# About me

I lead the product practice for VSA.

I've worked on different programs throughout my ~3 years at Ad Hoc. That includes making it easier for people to find information they need via Search.gov and improving the quality of care for Medicare patients via the Quality Payment Program (QPP).

I grew up in a few places including U.S. Virgin Islands and Virginia before heading to school in southern VA.

Hmm I suppose my oddest job was my first job at a smoothie shop. Oh and I did work at the WH for a few months before Ad Hoc.

Ask me about measuring success for our products and crafting hypotheses.



**Mickin**  
Product Lead



# About me

I'm a Senior Rails Engineer and have been focusing on rails for the last 12 years.

I'm passionate about 3D printing and CNC machines. As soon as I find a new place my son and I are planning on building a model railroad.

My father is a vet and I have had to see some of the issues he has had with our system.

I worked on Metasploit as a Lead Engineer for 5 years, building tools for hackers to pentest corporate systems.



**Lance**

Back End Engineer

# About me

I'm the VSA Engineering Lead. I have around 25 years in the software industry, Computer Science background. This is my 4th or 5th VA project. Half my career was spent developing DoD intelligence, tactical ground, and messaging systems. Took a couple of breaks to do commercial work too.

Joined the Army at 17 as a Combat Engineer. Did things like sapper, demolitions, engineering reconnaissance, and disaster response work for 12 years. Most fun, laid-back job assignment was war games evaluator with a "God Gun."

Brother, father, cousins are vets (some disabled); wife's side too. Gave a student commencement speech about veterans, education, social change.



**Paul**  
Engineering Lead





**Patrick**

Healthcare Products



**Lauren**

Healthcare Product  
Design & Research

**Michael**

Engineering Lead

# What do we want to learn?

<b>Product</b>	<ul style="list-style-type: none"><li>• AB- Any suggestions on how to schedule morning Scrum when our team is in 4 time zones?</li><li>• L- what products exist at VA ?</li><li>• L- research with Vet on where anticipate interact with tool make easier.</li><li>• L- dedicated space and others</li></ul>	<ul style="list-style-type: none"><li>• L-VA &amp; clinical facing components.</li><li>• M- what baseline data- offline components and how to online.</li><li>• LH- what to call this thing?</li><li>• Lau- needs to be true to be easier to be scalable (API, where hosted, future ques. can easily be added) Other systems can use our tool</li><li>• P- deliver content to as many channels as possible- deliver to mobile or secure way.</li></ul>
<b>Research &amp; Design</b>	<ul style="list-style-type: none"><li>• A- problems in ques. space what to solve? overlaps? printed questionnaire</li><li>• --</li><li>• --</li></ul>	<ul style="list-style-type: none"><li>• --</li><li>• --</li><li>• --</li></ul>
<b>Engineering</b>	<ul style="list-style-type: none"><li>• M- public API specs to integrate</li><li>• A- tool exists for building form (Mike)</li><li>• M-manual process data going.</li><li>• A- Native- vs. responsive apps.</li></ul>	<ul style="list-style-type: none"><li>• Lance- HIPPA compliant?</li><li>• Pa- SLA or existing service. uptime %</li><li>• M-Platform - backend and front end. BE API access through native app and living on platform web responsive.</li></ul>

# Discovery Deliverables

Familiarize everyone with the [Discovery Sprint How-To document](#) and products of previous sprints.

Product Owner/Manager	User Experience/Design	Engineering
<ul style="list-style-type: none"><li>• A Github document org structure (place to store our work) product, design, etc. artifacts</li><li>• Slack channel #vsa-clipboard (to be renamed)</li><li>• Discovery Project Brief &amp; Planning Template</li><li>• Kickoff Presentation</li><li>• Project Charter</li><li>• Product Outline</li><li>• Stakeholder Deck</li><li>• <a href="#">End of Discovery Readout</a></li><li>• End of Discovery Deck<ul style="list-style-type: none"><li>◦ timeline</li><li>◦ mission/north star</li><li>◦ Jobs/Epics</li></ul></li><li>• Retrospective</li></ul>	<ul style="list-style-type: none"><li>• Usability Research<ul style="list-style-type: none"><li>◦ Planning docs</li><li>◦ Research results</li><li>◦ Recommendations</li></ul></li><li>• Visualizations as relevant (e.g. experience maps, task flows, etc)</li><li>• Rough sketches</li><li>• Research questions/feedback</li><li>• Blueprint</li></ul>	<ul style="list-style-type: none"><li>• Technical Feasibility Doc</li><li>• System/API diagram</li><li>• Existing Tools Tech Pro's/Cons</li></ul>

# Stakeholders

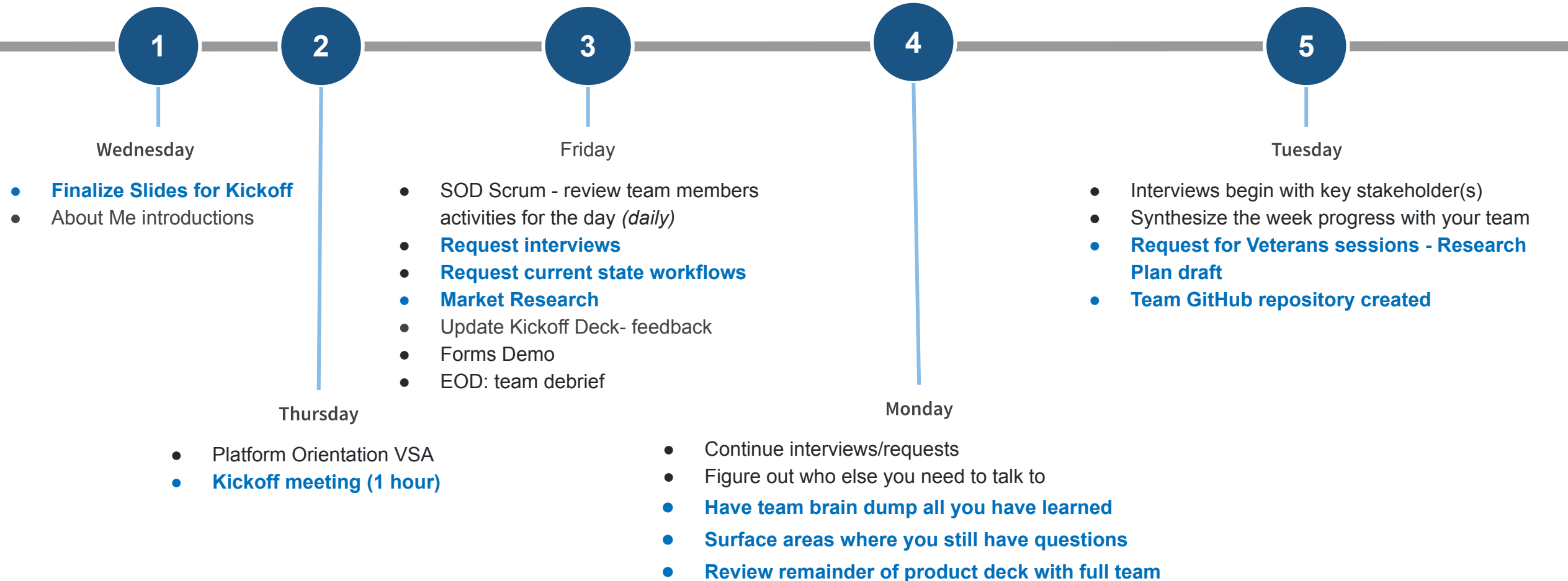
1. **Who are the experts for this discovery?**
  - a. API Owners? Lighthouse team (Kendra Skeene)
  - b. MyHealtheVet-
  - c. Connected Care- clinical tool VCM
  - d. VetLink- Shaun Adams
  - e. Vet Experience Office- Dennise Kitts
  - f. Shane- Dep Dir Loma Linda former- Rob D.
  - g. Identity-Melissa Keene
  - h. Reg/Scheg? Steven B.- engineering- VA mobile- back end services apps.
  - i. Samara- Vet Profile
  - j. Kaeli Yuen (clinician)?
  - k. Notifications -Clarice Chan
  - l. People that have built stuff with the Form system before
    - i. eBenefits (Steve K. and Jason Wolf)
    - ii. Caregiver (CC Gong and Alayna Abel)
    - iii. B&M 2 (Matt Self and Leah Keeler)
2. **Who are the key decision makers?**
  - a. [fill in here]
3. **Who on this team will be the POC for stakeholders?**



# Discovery Schedule (10min)



# Discovery Schedule .w1





# Discovery Schedule .w2

6

Wednesday

- **Draft Research Plan methodologies**
- Check in with key stakeholders to review findings to date; iterate as necessary based on their feedback
- Formulate a hypothesis
- Continue to review and document current state workflow

7

Thursday

- Additional Stakeholder and user interviews if applicable
- **Big ideas to innovate in the problem space**
- Structure findings/requirements
- Start to land Product Documentation

8

Friday

- **Draft charter/project outline**
- Start internal presentation for DSVA

9

Monday

- Heads down writing draft charter and final internal presentation
- **Finalize user feedback sessions**

10

Tuesday

- **Present findings, draft charter, and recommendations to internal team**
- Hold sprint retrospective

# Discovery Logistics

Schedule stand-ups, meetings. Communicate User Research session dates and encourage stakeholders to observe

Product Owner/Manager	User Experience/Design	Engineering
<ul style="list-style-type: none"><li>6/4 - Kickoff</li><li>Start of Day Planning (Daily)</li><li>EOD Readouts (Daily)</li><li>Product Stakeholder Sessions</li><li>Cross Team Ideation Sessions (Daily) focusing on different topics</li><li>Retrospective</li></ul>	<ul style="list-style-type: none"><li>Participate in stakeholder sessions.</li><li>Plan user research sessions with Veterans.</li><li>Schedule methodology sessions with product team</li></ul>	<ul style="list-style-type: none"><li>Technical Stakeholder Sessions</li></ul>

## Product (10 min)

A close-up photograph of a yellow pencil with a sharpened lead tip, resting on a medical form. The form is titled 'Health History' and features a table with two columns: 'No' and 'Yes'. The rows are labeled with various medical conditions: 'Glaucoma/Cataracts', 'Neurological', 'Psychological', 'Seizures/Epilepsy', 'Allergic Reactions', and 'Allergies'. The pencil is positioned over the 'Yes' column for the 'Seizures/Epilepsy' row. The background is slightly blurred, showing more of the form and the pencil's body.

# Problem Statement

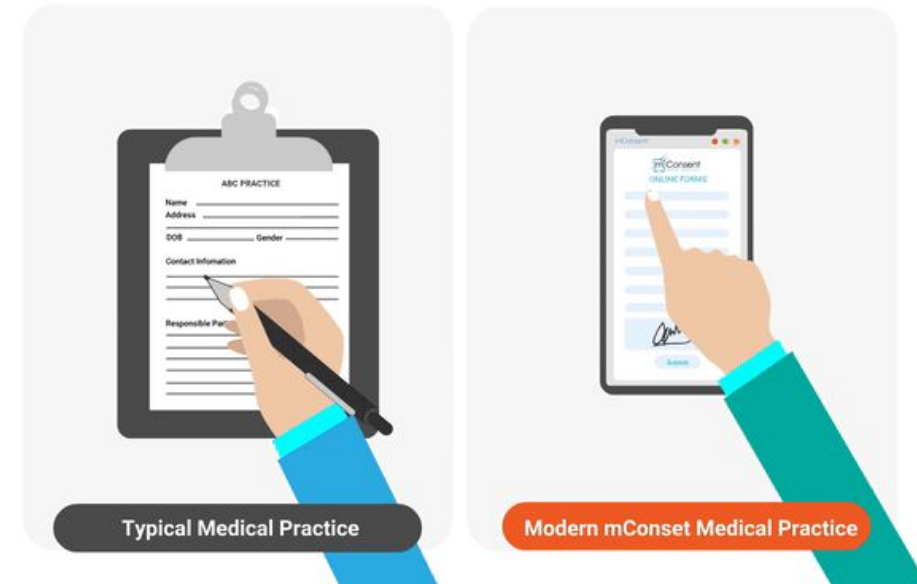
How might we improve the in-person and online pre-appointment experiences for veterans, contribute to physical distancing efforts in VA facilities, and better integrate veteran-provided data in VA workflows by providing veterans with a digital option to complete pre-appointment questionnaires and screeners?

## *Example Problem Statement-*

**[Our product]** was designed to achieve **[these goals]**. We have observed the product isn't meeting **these goals** which is causing this **[adverse effect/issue]** to our **[users]**

How might we improve **[the product]** so that veterans are more successful as determined by **[these measurable criteria]**.

## MEDICAL PRACTICES IN 2020



# Our Ask for the team

Do your own research on the problems space, draft ideas on sites that do forms well and be ready to kick off the rest of the week with big ideas. Starting with Persona definition and current state analysis. Lastly, we need a new Team Name...start thinking.

Start Discovery





# Current State / Market Analysis

## Who is awesome in this space and why?

- All the VA apps in progress
  - ie. VetLink, Connect Care Rx App, MyHealthVet pt. Generated database, Family Health History Survey...etc.
- [Cerner eClipboard & Questionnaires \(integrated in the EHR and patient portal\)](#)
- [Interlace Health Intake video](#)
- [Tonic](#) - (Cerner integration- discrete)
- [Phreesia](#) - [Best in KLAS Intake Management 2020](#)
- [Tips for Optimizing Intake Form](#)



A Veterans Point of Service (VPS) Initiative





# Apps/Services to Integrate with

- What's our relationship with existing systems?
- What are our interactions with other teams? Design System

## VA Online Scheduling



[https://youtu.be/n\\_gsaCjVpck](https://youtu.be/n_gsaCjVpck)

- Notifications
- VEText- I am here
- Secure Messaging
- TeleHealth - VVC
- FHIR/HL7
- HealthIntent API
- Imaging/Multi-media
- MyHealtheVet
- Registration
- Scheduling
- Billing
- Health Benefits
- Unauthenticated and Authenticated home page (ie. component)
- Profile and Identity Management
- VA employees have a wellness assessment
- Print Document
- .etc