

Next Steps for DHM Leadership Group and Health Teams V2

June 30, 2021

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Next steps:

- Appointments
- Notifications
- Health apartment (previously health home)
- Roadmap collaborations
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Intro

The following next steps are based on discussion and voting during our 4th workshop with OCC and OCTO leadership.

We prioritized these things:

- Appointments
- Notifications
- Health apartment (previously health home)
- Roadmap collaborations

We also agreed on the role of the leadership group – and on the role of points of contact for these ^ things.

Appointments – next steps

End of July

OCC and OCTO points of contact

(John Murphy and Lauren)

MHV and VAOS create a **plan to consolidate into the health apartment.**

Take this ^ into July MHV PI planning.

End of August

MHV / By Light and VAOS team

Create a **strategy and UX for guiding MHV users to VAOS.**

MHV / By Light and VAOS team

Begin guiding MHV users to VAOS.

End of 2021

MHV / By Light and VAOS team

The **appointment experience goes entirely through VAOS.**

Notifications – next steps

End of July

OCC and OCTO points of contact

(Shawn, Beverly Nelson, and Shane Elliott)

Identify how to leverage VA Notify for MHV transactional notifications in the health apartment.

Take this info ^ into July MHV PI planning or the next PI planning.

End of August

OCC and OCTO points of contact, Sitewide Crew, and Account Experience Crew

Define a **vision for how notifications** (from MHV and otherwise) **show sitewide on VA.gov and / or in the health apartment.**

End of 2021

Sitewide and Account Experience Crews

Notifications are visible and centralized on VA.gov, including some MHV notifications

Health apartment (previously home) – next steps

End of July

DHM and OCC and OCTO points of contact

(Aryeh, Nancy, and Chris)

Create a **staffing plan to design the health apartment**.

Team will have an idea for MVP and will design or recommend any affordances needed to make it awesome (ex: a home for notifications).

Health apartment team replaces Digital Health Modernization team.

Health apartment team will consist of:

- OCC product lead
- OCTO engineering lead
- OCTO design lead
- OCC / By Light engineer
- CEDAR staff:
 - User researcher
 - Service designer
 - Engineer
 - Product person
 - Communications and product documentation person

End of August

End of 2021

Apartment team

There's a **place on VA.gov for MHV things – and VAOS is there.**

Chris, Kathy, and By Light

There's a **plan on the appropriate roadmaps for delivering secure messaging, Blue Button, and prescription refill** in the health apartment.

Ideally secure messaging has been migrated by now.

If all goes well, we will also:

Have ideas for bringing MHV health content into the apartment.

Have a plan for existing VA.gov health content in the apartment.

Roadmap collaborations

On PGHD, appointments / telehealth, pharmacy, and notifications.

End of July

OCC and OCTO points of contact

Meet to **introduce each other and explain roadmaps** so we can plan collaboratively in each area.

End of August

OCC and OCTO points of contact and their teams

Continue to collaborate in planning and building software by syncing roadmaps.

End of 2021

OCC and OCTO points of contact

Meet with OCC-OCTO leadership group every 6 weeks to report progress and surface issues.

The leadership group's role

End of July

2 reps from leadership group

(1 OCC, Lauren)

End of August

End of 2021

Coordinate big decisions for appointments, notifications, health home, and roadmap collaborations, as needed.

Entire leadership group

(Neil, Kathy, Nancy, Theresa, Shawn, Terry, John, Charles, Lauren, and Chris)

Meet about the process for group planning and conflict resolution.

Meet every 6 weeks to sync with teams working on:

- Appointments
- Notifications
- Health home
- Roadmap collaborations

Up and coming...

These things are not a priority now. But they will be once we build a health apartment with appointments, prescriptions, medical records and secure messaging.

- Medical copays
- Disability
- Claims and appeals
- Content on My HealtheVet
- Health content already on VA.gov
- Health tools (other than VAOS) already on VA.gov
- Community Care
- Travel pay
- Hearing aids and prosthetic socks

Questions?

Or do you want to discuss something? Reach out!

Email aryeh.jacobsohn@va.gov