

Digital Health Modernization Workshop 2

April 28, 2021

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Preamble

Executive Summary

- Great visions cover why the vision exists, what the vision proposes to do and how that might be done.
- Last time, we talked about why we want to work together and what we need (ex., governance; product vision) to do that successfully.
- Today, we'll begin to align on a shared understanding of the front door strategy by imagining what VA.gov and My HealtheVet could look like in a timeline-free ideal state.
- In subsequent workshops, we'll (1) dig deeper on process / people ops, (2) align on specific user needs to address over the next 18 months while pursuing the “ideal” vision and (3) empower a working group to do that.

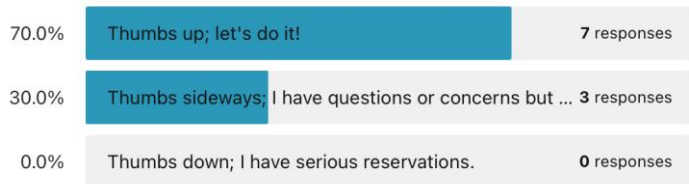
Recap

Here's what we heard in the last workshop:

- **Hide the plumbing.** Veterans should not need to work so hard to get care.
- **Incorporate staff feedback.** Staff know things the central office doesn't, and changes that reduce staff burden may have unexpected benefits.
- **Common vision is not enough.** We also need to share some (but not all) practices.
- **Funding viability should influence** our working model.
- **We want to do this.**

How do you feel about working together for the next 18 months to create a more cohesive digital health experience for Veterans?

10 out of 10 people answered this question



Recap

Hide the plumbing reminds us of [Veteran research insights](#) about connecting health and disability.

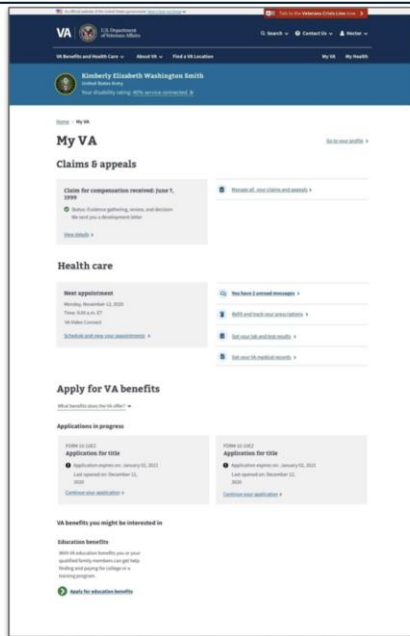
INSIGHT 2

OPPORTUNITIES

Integrate siloed workflows so that Veterans can more easily obtain, access, and maximize their benefits.

Design IA and content in a way that clearly shows the relationship between health care and disability and helps Veterans make decisions.

27



Early design concept for a personalized view of VA benefits.

Recap

Today we'll talk most about **hide the plumbing**.

One user experience

- "Elimination of duplication of tasks"
- "One place to communicate to Veterans"

One VA

- "Veterans do not need to know that we are several different teams. To them, their digital interactions feel created by the same VA."

Personalized experience for all benefits

- "There are clear connections between health and benefits...how does my service history affect my disability rating, health care."



Implications

Here's what we did with the learnings:

- We have a lot of work ahead to decide how our teams will achieve our shared vision.
- We focused workshop 2 on Veterans' needs instead of ours, because we believe that we should adapt to Veterans rather than the other way around.
- Soon, we'll hold a workshop about people and process.
- We designed concepts inspired by how we might hide the plumbing and better-connect health and benefits.
- We believe there are several ways to accomplish this — and we hope these concepts reveal what we collectively think works best.

What's Next

Prepare for more workshop.

- Today: Evaluate three ideal-state futures for how VA.gov and My HealthVet appear to end users.
- Homework: Get feedback from our teams.
- Two weeks from now: Align on an ideal-state future; begin to solve for people ops / collaboration.
- Homework: Evaluate 18 month projects.
- Four weeks from now: Prioritize 18 month projects.
- Homework: Working group selection.
- Six weeks from now: Working group inception.

Today

Activities:

- Front Door Three Ways Q&A
- Individual working time to respond to prompts about the concepts

Today

Goals:

- Surface trade-offs in concepts that illustrate how we might hide the plumbing and better connect health with other VA benefits.
- Focus on Veterans. There will be other opportunities to talk about tech and people ops.
- Begin to form convictions about which future makes the most sense.

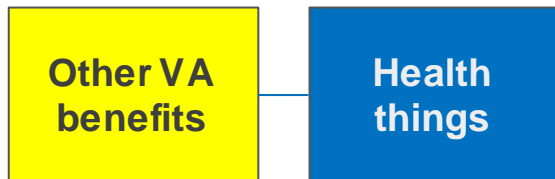
Anti-goals:

- A big redesign project for its own sake. These concepts are meant to reveal what we value, and to inspire a working group to address user needs in a way that furthers our vision.
- Dwelling on identity / login / authentication. Another team is tasked with that challenge.

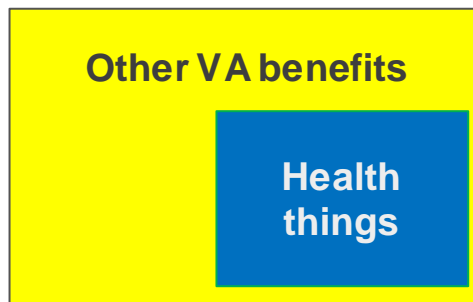
Today

We will evaluate three potential concepts for how we might "hide the plumbing" and connect health with other VA benefits.

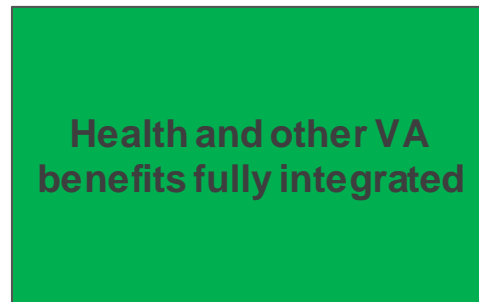
Connecting suites



Apartment Building



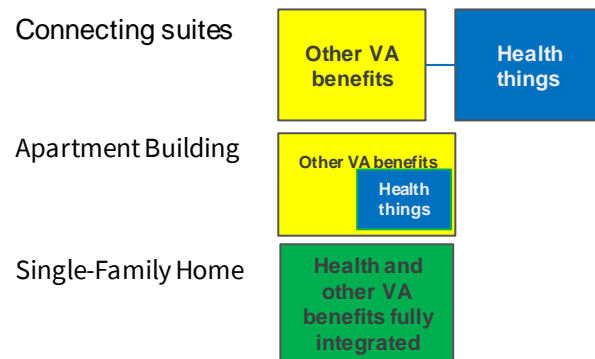
Single-Family Home



Today

Some things are (we believe) true about all three concepts:

- All would result in an improved Veteran experience (better-hidden plumbing, better connections between health and benefits)
- All would result in VA.gov and My HealtheVet having more similar design than they do now
- All would result in the teams behind VA.gov and My HealtheVet working together more closely
- All could result in more shared technology, infrastructure and funding
- The **extent** to which each concept could do those things, varies widely



Ground Rules

- Please be **honest**. It will help us get to a better result.
- Please be **respectful**. Disagreement is encouraged. Just keep the gloves on.
- Please be **succinct**. We want time for everyone to participate.
- Please **follow up** if you want to discuss something later in private, or in additional detail. We will make time.

Front Door Three Ways Q&A

Individual Activities

Wrap-up

Next Steps

Little picture:

- Do you have questions or want to discuss the concepts more? **Reach out ASAP. We will make time.**
- Chat us in this Teams meeting
- Email (Aryeh.Jacobsohn@va.gov)
- Call (202-881-9193)
- You have ~2 weeks to form a conviction about which direction is right, before we align at our next workshop. This is an opportunity to think, talk and gather input from your own teams. Use it!
- We'll start sharing activity results before end of week so that we can all benefit from each-others' thinking, while thinking.

Next Steps

Big picture:

- We will align on a vision, and begin solving how to work together to achieve it, at our next workshop.
- We will align on specific goals or problems to tackle over the next 18 months in a way that furthers the vision, at the workshop after that.
- We will empower, support and champion a working group to go do it, at the workshop after that.
- The working group will stick to the plan, with allowances for learning, until September 2022.
- We will ship iteratively, learning and measuring as we go.