Digital Health
Modernization Workshop 3
May 28, 2021

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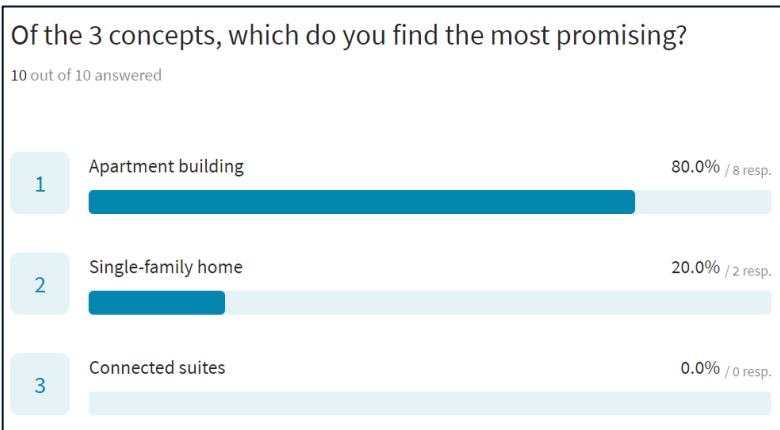
Wrap-up:

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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 what a well-designed synthesis of My HealtheVet and VA.gov might look like.

- Today, we'll check our temperature on that and discuss next steps.

Recap

Last time, we (mostly) aligned on the apartment complex.

- We heard that the Apartment concept is appealing because it retains some familiarity with how users interact with health on MHV today, while creating possibilities for a holistic experience with other benefits on VA.gov.
- We'll check temperature on this again today.

Of the 3 concepts, which do you find the most promising?

10 out of 10 answered

1	Apartment building	80.0% / 8 resp.
2	Single-family home	20.0% / 2 resp.
3	Connected suites	0.0% / 0 resp.

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Follow-ups

We went on a listening tour in OCC and OCTO.

- We followed up with workshop participants and OCTO teams to get feedback on the Apartment concept.
- We also collected (and refined) project ideas that advance or test some aspect of the apartment vision. We'll discuss those today.
- Along the way, we heard more concerns about trust, process, and governance between our teams.
- We chose to discuss product ideas before those issues because we believed the discussion would be more successful if we focused on how to achieve concrete goals.
- However, I (Aryeh) may have underestimated the trust issues, and that approach may need to change. We'll talk about that today too.

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Today

Activities:

1. Discuss trust.

2. Temperature check on the apartment concept.

3. Prioritize short-term projects.

Goals:

- Leave the room understanding our next step toward building trust.

- Leave the room with a short list of projects we would be excited to work on together, that we believe may help us advance toward the Apartment vision.

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Trust

We need to build trust.

We heard concerns about how our offices work together.

- We got feedback on the importance of trust.
- We also heard the need for governance and process around our roadmaps.

We need to build trust.

How should we handle it?

Zoom In: Take the apartment projects we prioritize today and use them as a lens to organize our team processes, governance, and tools.

Zoom Out: Evaluate our teams' roadmaps and align on roles between our offices. Pick up an apartment project after this alignment.

	Pro	Con
Zoom in	Fast; the longer we wait, the more Cerner eats our worlds.	Brittle; trust issues may resurface in a disruptive way.
Zoom out	Thorough; trust issues less likely to resurface.	Slow; trust has no value if we don't ship.

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We need to build trust.

Activity ground rules

- We'll take a [brief, names-optional survey](#) about how to move forward and why
- Immediately after everyone is done, we will share the results and read everyone's "why" – without sharing names
- We'll then [take the survey again](#) (new link), and the results will be binding (i.e., the group preference will be honored)

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Break: 5 minutes

Apartment

Temperature check

How's everyone feeling about the apartment?

- [Hope you like Typeform!](#)
- We'll review these results live.

We've got ideas.

We collected ideas that advance or test the apartment vision.

- Everyone here contributed project ideas. So did OCTO teams (we didn't want to bring ideas that affected VA.gov teams would reject).
- These are early ideas that need user research and technical discovery.
- We'll focus on what problems these projects would solve and why they are good candidates for a joint project between our offices.
- We'll use today to make educated guesses about ideas' value and complexity, so we can pick a few to focus on.

Idea production function

How we got here and where we're going

1. Workshop 1 problem alignment
2. Workshop 2 concept alignment on apartment
3. Listening tour project idea solicitation: small steps toward apartment concept
4. Ideas refined by Aryeh and Emily (we saved everybody weeks of additional workshops here, trying to balance speed with inclusiveness)
5. **Ideas prioritized / filtered in this workshop**
6. ??? Depends on result of roadmap poll, which no one knew when this deck was written
7. Priority ideas fleshed out into briefs or epics
8. Ritual handoff to working group

Project prioritization

Let's talk about value and complexity

- [We'll do this activity in Mural, together.](#)
- If the group aligned on a roadmapping exercise, after it happens, we'll fit high-value projects from this exercise into the roadmap.
- If the group aligned on deferring a roadmapping exercise, our next workshop will use high-value projects as a lens to discuss how the teams might work together to execute.

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Wrap-up

Next Steps

- Workshop 4 will focus on roadmap alignment or team process around apartment projects, according to this team's preference. Assume we'll do this in two weeks.

Outreach

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 (312-543-0717)