

Digital Health Modernization Workshop 1

April 6, 2021

Contents

Preamble (10 mins):

- Executive Summary

- Challenges

- Solution

- Timeline

- Today

Activities (40 mins):

- Do we agree to work together?

- What Success Looks Like

- What Needs to Change

- Risks

Wrap-up (10 mins):

- Next Steps

Preamble

Executive Summary

- [Veterans want a unified digital health experience.](#)
- We can build that by working together as one team.
- To do so, we need a shared and actionable vision.
- Great visions cover why the vision exists, what the vision proposes to do and how that might be done.
- In this workshop, we'll cover *why* and start on *what*.

Veterans want a unified digital health experience.

We can build that by working together as one team to overcome our challenges:

1. Health journeys are dispersed across many tools, confusing Veterans.
2. “VA.gov is the front door” has meant different things to different people, confusing, well, us!
3. Our teams have distinct priorities and rituals, sometimes making collaboration hard.
4. Cerner and Community Care will introduce additional complexity to our challenges.

Challenge 1

Health journeys are dispersed across many tools.

[Skip to Content](#)



We can't sign you in

1 We're having trouble signing you in to VA.gov right now because we found more than one My HealthVet account for you.

How can I fix this issue?

• Call the My HealthVet help desk

Call us at 877-327-0022. We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET. If you have hearing loss, call TTY: 800-877-8339.

Tell the representative that you tried to sign in to VA.gov, but got an error message that you have more than one My HealthVet account.

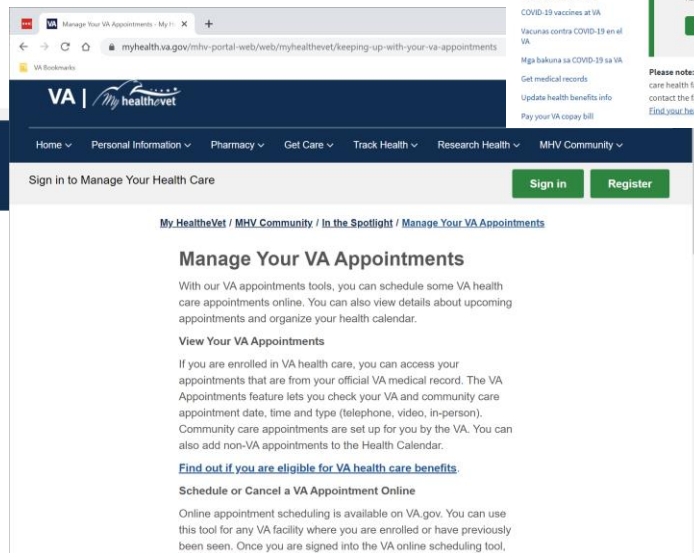
• Submit a request for online help

Fill out a [My HealthVet online help form](#) to get help signing in. Enter the following information in the form fields.

Fill in the form fields as below:

- Topic: Select "Account Login"
- Category: Select "Request for Assistance"
- Comments: Type, or copy and paste, the below message:
"When I tried to sign in to VA.gov, I got an error message saying that I have more than one My HealthVet account."

Complete the rest of the form and then click Submit.



[Home](#) [Health care](#) [Schedule and manage health appointments](#)

Health care

- Get benefits
- Manage benefits
- Refill and track prescriptions
- Use secure messaging
- Schedule and manage health appointments**
- View lab and test results
- Order hearing aid batteries and accessories
- Order prosthetic socks
- COVID-19 vaccines at VA
- Vaccines contra COVID-19 en el VA
- Mga bakuna sa COVID-19 sa VA
- Get medical records
- Update health benefits info
- Pay your VA copay bill

Schedule and manage health appointments

Schedule, cancel, and manage some health appointments online.

Note: At this time, you can't schedule a COVID-19 vaccine appointment online. [Get the latest updates about COVID-19 vaccines at VA](#)

Please sign in to view, schedule, or cancel your appointment online

Try signing in with your **DS Logon**, **My HealthVet**, or **ID.me** account. If you don't have any of these accounts, you can create one now.

[Sign in or create an account](#)

Please note: The fastest way to make all your VA appointments is usually to call the VA or community care health facility where you want to receive care. If you can't keep an existing appointment, please contact the facility as soon as possible to reschedule or cancel. [Find your health facility's phone number](#)



Challenge 2

“VA.gov is the front door” means different things to different people.



Challenge 3

Our teams have distinct priorities and rituals.



Challenge 4

Cerner and Community care will introduce additional complexity.

The screenshot displays the VA MyHealthNet website. At the top, there's a navigation bar with links like Home, Personal Information, Primary Care, Get Care, Track Health, Research Health, and My Community. Below this, a user is logged in as 'Welcome, Ted [Name]' with a 'Log Out' link. The main content area is titled 'MyHealthNet / Get Care / Appointments / Schedule or Cancel a VA Appointment Online'. A prominent yellow warning box states: 'Effective October 25, 2021, view and schedule your appointments at Spokane (Mann-Grandstaff) VA Medical Center using the My VA Health patient portal at VHA. Info: https://communitycare.vahealth.va.gov/. For assistance call the My VA Health Support Line at 888-444-6982 (87VA). We recommend accessing My VA Health from Google Chrome or Microsoft Edge. Confirm your appointments at the Spokane (Mann-Grandstaff) VA Medical Center before the appointment date. Note: The status of future appointments in MyHealthNet for Spokane (Mann-Grandstaff) VA Medical Center will be Unknown. The Mann-Grandstaff Veterans User Guide provides guidance on using My VA Health.' Below the warning, a section titled 'Schedule or Cancel a VA Appointment Online' includes a 'Manage appointments at:' heading and a list of VA Medical Centers with 'Go to your VA appointments' links: Alaska VA Healthcare System, Boise ID VAMC, Puget Sound HCS, Portland OR VAMC, VA Roseburg Health Care System, White City VAMC, Wills Wylie VA VAMC, and Spokane WA VAMC. The footer contains a 'Return to top' link, a grid of links (About, Policies, Important Links, Quick Links, Subscribe to Receive My HealthNet Updates), and social media icons. The VA logo and 'U.S. Department of Veterans Affairs' text are also present.

Solution

Realign on why, what and how to work together.

- Acknowledge we must work together to address our challenges — the why. That's what we're doing now!
- Align on a vision — the what. We'll start today and finish next time.
- Delegate planning and execution to a working group — the how. We'll do that after we align on a vision.
- Stick to the plan for 18 months. We'll do that so that we can keep our goals achievable, ourselves accountable and our delegation viable.

Timeline

- April 2021: There is a working group with a clear vision for what digital health will look like in September 2022.
- May 2021: The working group has a roughly-right plan.
- June 2021: The working group has shipped its first changes.
- July 2021 – September 2022: Build, measure, learn, repeat.
- September 2022: Evaluate if / what to do for the next 18 months.

Today

Goals:

- Align on why (problems).
- Start talking about what (vision).

Anti-goals:

- My HealtheVet is a successful product with a strong brand and dedicated, competent staff. We respect you and want to work together. Shutting down is not on the table.
- Dwelling on identity / login / authentication. Another team is tasked with that challenge.

Activities:

1. [Temperature check: Do we agree to work together?](#)
2. [Brainstorm: What does success look like?](#)

Ground Rules

- Please be **honest**. The sooner we are candid with one another, the sooner we can mend our fences and move forward.
- Please be **respectful**. No idea is crazy. Today is for listening, not critique.
- 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.

Temperature check:

Do we agree to work together?

Break

Brainstorm:
What does success look like?

Wrap-up

Next Steps

By the end of April:

1. Synthesize brainstorm.
2. Share synthesis from this workshop and agenda for first working group meeting, with this group.
3. One round of asynchronous feedback.
4. Subcommittee aligns on readiness to hold first working group meeting.
5. Hold first working group meeting.

Next Steps

Big picture:

- We will align on a vision for digital health in September 2022 at our next workshop.
- We will empower, support and champion a working group to make a plan 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.