|  |  |
| --- | --- |
| MHV on VA.gov Weekly Stand-up  Executive Summary (Lauren) | Date: March 8, 2023 |
| **High-level summary:**  Goals of this meeting are to- 1. Bring together all of the teams who make up the “one team” building the patient portal to build camaraderie  2. Share updates on work-in-progress.  **Important Links/Need to Know**   * [Zenhub Roadmap](https://app.zenhub.com/workspaces/mhv-to-vagov-top-level-view-62619a987d74510018ecc546/roadmap)   + Please contact Marci McGuire or Lauren Alexanderson if you need help accessing this. * [Communications portal](https://dvagov.sharepoint.com/sites/vhaccmhvtovagovcomms) * [Near term launches](https://dvagov.sharepoint.com/:w:/s/vhaccmhvtovagovcomms/EaPQhSG2541Ev5YPCVn_x5MBLvz5yZi4xUf3Sl9W8i6n1w?e=i3hiPA)   **Action items, questions, discussions:**  *Please see below for detailed initiative updates*   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| MHV on VA.gov Portal Home | Patrick Bateman, Marci McGuire |
| **Upcoming launch: Targeting Soft Launch Week of March 20**  **Did this week:**   * Working on smoke testing and production with a small number of known users that have MHV accounts and receive VHA care.   + Have had 3/3 successful tests. * Also working on some design tweaks based on what’s currently live and testing out our analytics implementation.   **Doing next week:**   * Working with the communications and change management teams to prepare materials and brief the MHV community and MHV coordinators. * Will also add some explanatory text to the landing page and a link to a resources page that explains what the new page is within the context of the MHV on VA.gov transition.   + [Resources and Support page](https://www.va.gov/resources/covid-19-testing-at-va/) section * Expecting to do a limited soft launch the week of March 20th which is dependent on the items listed above, primarily briefing out to the MHV coordinators about what is going on and completion of the resources page and the text on the landing page pointing users there who may have questions. * The objective of the soft launch is to how the page to about 150 users per day, which is out of the roughly 6000 users that access the MHV portal via VA.gov now. * During the soft launch, we’ll have session level analytics that we’ll be identifying so we can inspect individual sessions to ensure things are working as expected. * Will also kick off the usability study so that we can generate some qualitative insights as well. All will be controlled through feature toggles, so if issues arise, we can roll things back immediately.   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | | . |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| VA.gov content & information architecture | Danielle Thierry, Mikki Northius, Laura Willwerth |
| **Did this week:**   * Continuing to collaborate on content for labs, tests and downloadable reports. * Continuing to build out the content brief in a comprehensive list of data fields for the medical domain. * Continuing to refine the IA approach for medical records and health history. * Continuing to define the IA and entry point changes for messaging and appointments by launch phase. Identifying what work will be needed at each phase from a broader perspective on content and IA. * Working with the landing page team and communications teams to determine the content needed for the rollout.   **Doing next week:**   * No update   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Secure messages | Bryan Riley, Patti Henry, Lichelle Bain |
| **Upcoming Launch: Targeting Phase 0 Launch in Sprint 100**  **Did this week:**   * Filled out the readiness ticket. Gary Fallon is taking a look at it and will provide feedback, then we will submit it. * There is a meeting tomorrow (3/9) with our MHV security team and the VA.gov team to discuss security rating items. * Team members had a meeting with accessibility last week after PI planning and we are working to address a couple of must fix issues, but in general all is going well. * Almost wrapped up with the message thread front end work and down to our last ticket on message thread. * Continuing to work with Leila on the Phase Zero checklist. We will be holding a meeting to prep us for the staging review and phase zero.   **Doing next week:**   * No update   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | | Will be reaching out to Lauren/Leila to discuss phase zero | Bryan | **Complete** | |  |  | **Blocked** | | Will make sure that they’re aligned with the communications team on the roll out | Bryan | In Progress | | |

|  |  |
| --- | --- |
| Identity, Login | John Rahaghi, Jason Boire, Tom Black |
| **Did this week:**   * Tracking the cutover to the single unified login from the three options on the MHV page which will happen during the summer. * The communication and focus will be the removal of the DS logon credential from all VA flows. * The MHV access team had PI planning last week and for the next couple of sprints we’re focused on making sure that users can register when they’re missing traits that we were currently requiring. * Single name users, if they only have one single, legal name—no first name and those we’re not receiving birth gender are getting stuck in the process.   + This will be worked on within the next couple of sprints. Want to make sure that the MHV side, the APIs and back end can handle those traits not being there.   **Doing next week:**   * No updates   **Blockers:**   * No updates   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Unified Appointment Experience | Kay Lawyer, Patrick Bateman, Jeff Roof, Bresha Lipscomb |
| **Did this week:**   * Working on resolving accessibility issues (voiceover) on new Appointment List. * Collaboration Cycle review for Appointment List is next Tuesday. * Continuing removal of VAOS v0 feature flags and code.   **Doing next week:**   * No update   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Medical Records | Bryan Riley, David Rawlins, Lichelle Bain |
| **Did this week:**   * Almost ready to submit the design intent review for the remainder of medical records. This will most likely happen this week. * Currently getting a few of the links of the artifacts together. * The front end work is moving along quickly. Beginning to pull some stories forward from the next sprint to work on. * Currently have a few of our first print stories occurring and setting the other download pages and download functionality. * Close to hooking up on the immunizations back end, which is the first fhir API backend connection that we will have.   **Doing next week:**   * No update   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Medications & pharmacy | Lauren Alexanderson, Kay Lawyer,  Raquel Robertson, Eric Spahn |
| **Did this week:**   * Meeting with VA health and benefits to work on some items but a meeting with VA.gov has not been scheduled yet. Will reconvene next week to discuss.   **Doing next week:**   * Setting up the Discovery strategy and settings with Eric, Maureen, Raquel and others.   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | | Reach out to Stephanie Dinkins from VEO on MHV and VA.gov | Lauren/Alicia | In Progress | | |

|  |  |
| --- | --- |
| Flagship mobile app | Chris Johnston, Rachel Han, Matt Hall, Adam Bischoff |
| **Did this week:**   * Meko is working with Raquel and her team surrounding the content type test, status, labels, dates and definitions.   **Doing next week:**   * No updates   **Blockers:**   * **None**   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Apartment architecture | Barry Egbert, Stephen Barrs |
| **Did this week:**   * Completed MHV PI Planning - PI10 * Strong focus on medical records, specifically FHIR API support, API authentication, authorization, support, PHR to FHIR service, integration and testing support. * Medical Records API Gateway / VA.gov MR Testing Support * Work on the unified terms and conditions solutioning is also ongoing. * Roll-out Support SM Patient API - Supporting VA.gov SM effort * Prep work for some upcoming architecture meetings.   **Doing next week:**   * No update   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| PCI/CDS Cerner Integration Team | Angela Chen, Ron Urwongse |
| **Did this week:**   * For PCI, no contract as of yet. * For CDSP, the ATO was obtained and it is good for two years. Next we will be prepping for the ATC. * For the COVID patient manager application, we’re working with a Cerner resource on integrating some of those event codes we were able to write and integrate it with physician documentation using auto text.   + Waiting on our Cerner resource for this. * For LCS, we’re continuing work on the discovery and integration with power forms. * Completed the discovery with the current state VistA template. This allows us to begin designing what a power form could look like in the server side.   **Doing next week:**  **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |
| --- |
| EHRMIO Terry Luedtke, Rick Ross |
| **Did this week:**   * Currently has the PCI contract document to review. Once it is signed, it will be sent to tech and it should be awarded for PCI by next week.   **Doing next week:**   * Will follow up on the PCI contract award.   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | | Leila/Bryan will connect with Terry on how secure messaging takes into account how pools are defined in EHRM. This may be a good topic for the PEVH council (unless all the members, and EHRM COM SME, been on the MHV calls). | Leila/Bryan | In Progress | |

|  |  |
| --- | --- |
| Notifications | Beverly Nelson, Shane Elliott |
| **Did this week:**   * VEText has a meeting with the health apps team on March 17th to kick off AVS work   **Doing next week:**  **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | | Working to figure out if the AOR was put into place. Currently waiting on an answer from Bresha. Beverly & Bresha will connect after the call | Beverly/Bresha | In Progress | | Working on scheduling a meeting with Dr. Josephs & Theresa about losing some of the notifications from VEText to MHV. | Beverly | In Progress | | |

|  |  |
| --- | --- |
| Communication & change management | Danielle Thierry, Treva Lutes, Gwendolyn McMillan,  Lisa Simoneau |
| **Did this week:**   * For materials, we have our trusted user invitation email ready. Lauren and Theresa should receive it for review soon.   + The work group and project owners have both completed their review. * There is also a heads-up message for the MHV champions and coordinators to inform them of what will be happening for secure messaging phase zero. * Have a draft communications plan and high-level fact sheet content that will be ready for Lauren’s review as well. * Met yesterday with the product leads to review plans. We seem to be synchronized and are looking into the possibility of doing a MHV connection call to brief the coordinators overall of the project and more specifically on what is happening with secure messaging phase zero.   + Working to get a date for this separate call to do with the coordinators. * For change management, Lisa is working with Theresa and Kim Nazi on the convergence strategic plan to go to the undersecretary. * Will tie with the Zenhub roadmap and develop the change management plan itself.   **Doing next week:**   * No update   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Authenticated experience (My VA) | Samara Strauss |
| **Did this week:**   * VA profiles is working on getting notification preferences into their back end, which should be quick and easy. * The difficult part is MHV integrating notification information and contact information with VA profile on the VA.gov front. * Beginning in April, we will begin working on updates to our UI and VA.gov so that when things are ready to be pulled into VA.gov, we can do that rather quickly.   **Doing next week:**  **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| VA.gov sitewide/unauthenticated experience /facilities websites | Dave Conlon, Danielle Thierry |
| **Did this week:**   * In holding at 25% invitations to the new home page and getting great analytics.   + Looking at these metrics with healthy skepticism since there are 25% who surface the page and then 25% who click through to explore the new home page. * On Friday, will be kicking off work on the header/footer work. The updated VA.gov homepage did not include work on the header and footer which is our main navigation experience. We removed these from the scope to deliver something faster. The work towards it now is coming from suggestions from OMB and the White House on how it should be done for all high impact service providers in federal service.   **Doing next week:**   * On Tuesday we are expecting to increase to 50% and doing some additional data searching on the customer survey metrics so we can get the customer satisfaction scores on the home page.   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| VA platform | Ray Wang, Andrea Hewitt, Chris Johnston |
| **Did this week:**   * Work around our move to EKS. Coming up on the final tasks of the VETS API migration to EKS, * Sandbox development and staging are all 100% on EKS right now. * Planning load testing on production next and then a route-based rollout to production towards the end of March, beginning of April. * This decision will allow us to roll it out to the most isolated routes first to contain the blast radius if there are any issues. * Platform is also meeting with some key individuals today to determine any way we can assist with these efforts or adjust our processes to help everyone meet the fall 2024 deadline.   **Doing next week:**  **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |

|  |  |
| --- | --- |
| Contact Centers, Omnichannel | Chante Lantos-Swett |
| **Did this week:**   * Waiting to receive documentation from the health patient landing page group so that we can provide that out to necessary groups so they can be aware of the upcoming launch. While it will be limited, we want to make sure that the communication is there.   + Meeting as a group tomorrow to talk through this and other upcoming launches or secure messaging to make sure communication is shared out.   **Doing next week:**   * No updates   **Blockers:**  **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | | Will check to see if the product guides are posted in the contact center ticket and confer with Bryan if they are not. | Chante | In Progress | | |

|  |  |
| --- | --- |
| Health portal leadership close | Dr. Meredith Josephs, Theresa Hancock |
| **Closing:**   * Meeting with the VISN 16 this afternoon. They have an annual summit, and it would be a great opportunity to have them be the first with the VA.gov convergence approach.   + This will allow for them to ask questions and for us to have an idea of the types of questions they’ll ask. * Meeting with change management on Friday to identify the details of change management, i.e., what does it mean when one says secure messaging phase zero, the homepage and communications from a change management perspective. Additionally, what are the activities that need to be done so we can look at the readiness checklist and know things are complete. * There was a hearing yesterday on EHRM and there were key players from the VA who were involved such as, Dr. Peter Levin, Roger Baker and Chuck Hume. * Mr. Baker was told the success story of MHV and the patient portal and they want to support this moving forward. * Next week, leadership and some of the technical team will be meeting in DC   **Blockers:**   * None   **Action items:**   |  |  |  | | --- | --- | --- | | Work Item | Person responsible | Status | |  |  | **Complete** | |  |  | **Blocked** | |  |  | In Progress | | |