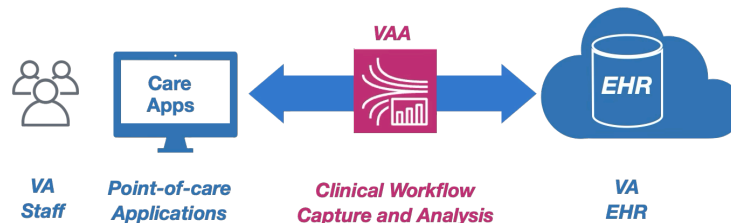


## Comprehensive Cloud-based Capture and Analysis of VA Clinical Workflow

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**Summary:** The VA Clinical Point-of-Care Application Analytics (VAA) project provides the first-ever capture and analysis of the **actual workflows** of all clinical staff at **entire VA medical centers**. VAA captures all traffic generated by all VA staff using point-of-care applications. From this traffic, VAA determines all users, usage and clinical workflows of an entire medical center. This fully-automated center-wide approach avoids the narrow scope of manual observation or ‘best estimates’, and replaces this with a fully-automated, data-driven, deterministic approach that captures the complete, actual clinical workflow of entire VA medical centers. Benefits of VAA include:

### Improving VA Care Efficiency and Access to Care:

The most important clinical care application in VA is CPRS. Each day in VA 350,000 staff use CPRS to process over 50 million new documents, orders, labs, alerts, and transactions. In FY24 CPRS supported over 115 million veteran care encounters. At this scale saving just one minute per veteran care encounter through clinical application workflow improvement translates to 2 million hours of clinician time saved - increasing efficiency and access to care nationwide.

### Accelerating Federal EHR Migration while Maintaining Efficiency and Veteran-Centric Care:

VA’s current clinical application workflows incorporate 30+ years of institutional knowledge, congressional mandates, and specialized care unique to the VA and Veterans. In addition, each of the 170 VA medical centers perform a different set of clinical workflows, and with different frequencies. Clinical surveys at VA medical centers after migration to the new federal EHR document a persistent, long-term 30% loss in clinical efficiency due to workflow inconsistencies. VAA profiles and reduces the workflow of a VA medical center to a set of configurations for the new federal EHR. VAA preserves VA medical center specific workflows, and enables these to be configured in the new federal EHR - minimizing the efficiency loss and preserving veteran-centric care.

**Current State:** VAA is currently analyzing the clinical workflows from two representative VA medical centers to prompt [a] improved clinical efficiency, including for community care and [b] aid migration of existing workflows to the new Federal EHR, minimizing loss of efficiency and preserving veteran care specifics.